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A bit about us:

We were founded in 2002 to support charities and social enterprises with loans, and to provide people with an option to save in line with their values.

We’re an ethical bank, solely owned by charitable trusts, foundations and social purpose organisations. We have been accredited as a B Corporation in recognition of our ethical approach to business. We do not pay discretionary staff bonuses or set hard sales targets and we give our staff paid leave to volunteer for social sector organisations.

With us your savings become part of a social mission: they might be used to build affordable homes, open a safe house for victims of domestic violence, or support disadvantaged young people.

Our promise is to be a bank that enables borrowers, savers, shareholders, directors and staff to work together to create lasting social change in our communities.

We are the bank for people who don’t just dream of a better world, they’re busy building one.

Charity Bank
a bank for good

George Blunden, Chairman

Patrick Crawford, Chief Executive
Where you fit into banking for good

**Savers**
You’re looking for a bank that will put your money to work to support charities and social sector organisations and to deliver social impact projects across the UK. You want your money to be a powerful force for good.

You open an individual, charity or business savings account with Charity Bank.

**Shareholders**
You’re a trust, charity or foundation that wants to invest in a business that has social impact at its heart. A central purpose of your investment is to see your money do social good.

You invest in Charity Bank.

**Borrowers**
You’re an organisation with social goals and you want to borrow from a bank that is committed to what you do. You’d like to work with a regional manager that understands the sector you work in and will help you at every stage of the loan application.

You apply for a Charity Bank loan.

**Staff**
You’re passionate about supporting charities and social enterprises. You believe that an ethical bank has a vital role to play in creating a world we all want to live in.

You apply for a job at Charity Bank.

The result – banking for good

You join a community of like-minded individuals all working towards one goal. Our borrowers, savers, shareholders, directors and staff are helping to make charities and social enterprises stronger so that they can be there when people and communities need them.

Join us:
T: 01732 441900
W: charitybank.org
Sandford Hydro workers accompany one of the Archimedes screws down the river to the hydro plant.
Our approach to lending

“Our mission is to support your mission”

If you could borrow from a bank run for charities and social enterprises and owned by charitable trusts, foundations and social purpose organisations, would you be interested?

We offer competitively priced loans, an understanding of what you do, tailored terms and a team of regional managers there to help you find a solution to your funding needs.

We lend to charities, social enterprises and other organisations where the loan is being used for a social purpose.

You can apply for loans from £50,000 up to £3.25 million. We work with other social lenders to provide larger loans. Repayment terms can be for up to 25 years.

Our approach

- We lend for a wide range of purposes
- We take the time to build relationships with our borrowers.
- Our loans are competitively priced and we seek to fit repayment schedules to your needs.
- We’ll point you towards alternatives if a loan from us isn’t the best option.
- Each time a loan is repaid it goes straight back into our funds to enable us to support the work of other charities and social enterprises.

“What makes Charity Bank different is that it employs people who understand what an organisation is trying to achieve, genuinely cares about the project’s success and offers solutions to problems in addition to money.”

Anne Pierson, Director
Sedbergh & District Arts & Heritage Trust
Fairycroft House directors Christopher Hingston and Tim Atkinson
Loan process

The process of taking out a loan for your charity is similar to applying for a residential mortgage. We will talk through the process and the timescales with you.

1. First step
Call us directly on 01732 441919 or send a brief email to loanenquiries@charitybank.org telling us what you do, how much you need to borrow and the purpose of the loan.

2. Application
Our team can give you a summary of what to provide. Send the information to us by email or post.

3. Assessment
If it’s clear that a loan could support you, you’ll hear from one of our regional managers who will support you in completing your loan application. Our credit team will make the final decision.

4. Documentation
If the loan is approved, we will send you a formal loan agreement. It sets out the conditions that you have to comply with before you can draw the money.

5. Drawing the loan
Once the paperwork has been completed and the conditions met, you can submit a request to draw down the loan.
Lending for a better future

Borrowers by sector
- Housing 25.8%
- Arts 8.6%
- Community 18.2%
- Education 7.6%
- Health & Social Care 15.1%
- Faith 12.7%
- Environment 3.8%
- Sports 8.2%

Borrowers by region
- South East 18.1%
- South West 12%
- Wales 5.5%
- Yorkshire & Humberside 13.4%
- North West 7.9%
- North East 2.8%
- Northern Ireland 1.7%
- London 12.4%
- Eastern 10.7%
- West Midlands 6.2%

Borrowers by legal status
1. Trading subsidiary of registered charity or other social sector organisations (SSO) 0.3%
2. Company limited by shares 1%
3. Community Benefit Society (BenCom) 0.3%
4. Community Amateur Sports Club (CASC) 2.75%
5. Community Interest Company (CIC) 1.7%
6. Company limited by guarantee 2.1%
7. Industrial & Provident Society 5.2%

Source: Management data on number of loans as at 31st March 2017. Please note, figures may not equal 100% due to rounding.
Stronger organisations, greater impact

Borrowers working with disadvantaged communities

68%

of the loans approved in 2016 were to organisations serving disadvantaged communities, up from 48% in 2015.

Unlocking further funding

48%

said the loan helped them unlock funding they couldn’t have accessed otherwise.

Supporting your mission

97%

said the loan contributed towards the achievement of their organisation’s mission.

Making a bigger difference

68%

said the loan led to an expansion of their service provision.

1. As defined by the Government’s CITR (Community Investment Tax Relief) guidelines on geographic areas and enterprises intended to serve individuals recognised as being disadvantaged.
Numbers provide a glimpse of a more complex picture of change. To get a deeper understanding of our borrowers’ impact on people’s lives, read their stories on the pages that follow.

Improving support
76%
said the quality of service or support provided to clients improved as a result of their Charity Bank loan.

Planning ahead
69%
said that the loan focused their minds and made them more strategic in terms of financial planning.

Strengthening organisations
65%
said the loan also led to improvements in how they managed their finances.

A partner in doing good
99%
of respondents would recommend Charity Bank to another organisation.

Source: Charity Bank borrower survey November 2016
Art and creative activities are a fundamental part of learning, from youth to old age, helping us to empathise with others, to express ourselves and to imagine new possibilities, relationships and worlds.

In preserving our heritage, we respect the identity and culture that we have inherited, ensuring that future generations will continue to learn about our history.

Thanks to our current borrowers:

- 52,561 people have visited environmental or heritage sites
- 510,331 people have attended arts or cultural events

With the help of Charity Bank loans, these borrowers have been able to:

- Attract an additional 10,436 visits each year because of improvements to their facilities
**1 Sherman Theatre**
Sherman Theatre is a non-profit theatre at the heart of Cardiff’s performing arts scene. Following a £6.5 million redevelopment the theatre reopened to provide a welcoming and accessible venue for existing and new audiences, inviting theatre companies and youth and community groups to make use of the rehearsal spaces. A Charity Bank loan was one funding tool that helped it complete the transformation.

**2 Galeri Caernarfon Cyf**
Galeri Caernarfon Cyf aims to improve the local economic and physical environment by purchasing, renting and letting out both residential and commercial properties in the town. In addition, it has opened the Galeri Creative Enterprise Centre to offer a creative hub for the community. The renovation of the café bar was supported by a loan from Charity Bank.

**3 The Framework Knitters Museum**
The Framework Knitters Museum in Ruddington, Nottingham takes visitors back to the 16th century, when the first knitting frame was invented. A Charity Bank loan helped the museum to buy a building which it will use to complete its redevelopment plans.

**4 Scarborough Maritime Heritage Centre**
Scarborough Maritime Heritage Centre is a local museum that was established in 2006 with the aim of preserving the town’s long maritime heritage. The centre is run entirely by volunteers and public donations. With a loan from Charity Bank, in addition to strong fundraising support from the local community, it has been able to purchase and refurbish a new, larger home for a better and bigger museum and visitor centre.
The Museum of Brands, Packaging and Advertising: everyday objects that mean so much

Chris Griffin, the CEO of the Museum, explains how its move to a new home will allow it to make full use of the museum's educational, therapeutic and entertainment potential.

"The Museum of Brands, Packaging and Advertising was originally opened in Gloucester in 1984, eventually becoming a charity and then finding a London home in Notting Hill in 2005. Rapid growth meant that by 2013 we had already outgrown our premises and so we found a new site in Lancaster Road that would allow us to really fulfil our potential. "We had some difficult negotiations though, which meant the fundraising campaign couldn't really get going and we found ourselves suddenly faced with having to make the purchase and complete the building works in a very short period. We needed help. Our brokers contacted Charity Bank and it offered us a great deal.

"I don't even want to go back and think about what would have happened without Charity Bank. Its loan enabled us to go from completing a purchase in March 2015 to opening the renovated museum before the end of the same year, a remarkably short period. Without it we would have been very challenged to complete the building and fitting-out of the museum in time. We received encouragement from Charity Bank's team throughout the process and they gave as much clarity as they could; there would've been far more sleepless nights without Charity Bank.

"The museum presents an incredible collection that goes across so many different topics, from consumer history, design and graphics to typography and marketing. We show not only the brands, packaging and advertising, but the things that defined consumer society at that time. It appeals to the public on the grounds of nostalgia and entertainment, but it's also a resource for industry professionals.

"Now that we're settled in the new premises, we plan to grow our educational delivery considerably. We're also looking to work with big organisations to scale up our work with dementia sufferers. We're a valuable and unique resource because people relate to the items in our museum in such a personal way. It's the everyday things that stimulate parts of the brain in a way that nothing else can."

"...there would've been far more sleepless nights without Charity Bank."

Chris Griffin, CEO of Museum of Brands, Packaging and Advertising
Jess has been volunteering in the Learning Department at the Museum of Brands since November 2016; she tells us about the educational and social impacts she has experienced.

“I started volunteering here as I wanted to get some experience in the museum sector to complement my Masters in Museums, Galleries and Contemporary Culture. The highlight for me so far has been leading the learning workshops. This has given me a real confidence boost for speaking to large groups, which I have been able to apply to my masters course presentations.

“The museum has such educational value, for me as a volunteer as well as for visitors. From the perspective of the Learning Department, it offers a space outside the classroom in which students can think critically about brands and consumer culture in a fun and creative way. Another important aspect of the museum is that it acts as a social place that can facilitate discussion and critical thinking about the world around us.

“Ultimately my goal is to be a museum curator, but helping in the Learning Department has made me realise how essential this side of the museum is too. I’m even collaborating with the museum to create a public object handling stall at Portobello Road Market for my dissertation.”
Thanks to our current borrowers:

- **540,166 visits were made in the past 12 months to community centres which provide a range of services and support from discounted food to counselling.**

With the help of Charity Bank loans, these borrowers have been able to:

- **Attract 81,012 new visits each year as a result of improvements to the facilities provided.**

Communities are essential for building local support systems, sharing common goals and fostering a sense of belonging.

The place of communities in creating opportunities to meet others and ending isolation is priceless. By supporting community projects such as the renovation of village halls, Charity Bank enables groups to promote social inclusion and active citizenship today and for generations in the future.
1. **Antur Nantlle Cyf**
   In 1991, Antur Nantlle Cyf was established to support the regeneration and social and economic development of the Nantlle Valley - a former slate quarrying area - and has since delivered a multitude of community projects. Aided by a loan from Charity Bank, it purchased four business units that have sitting tenants in place - a microbrewery, an embroidery firm, a welder and metal fabricator and a housing association. The units are now secured for future use by local businesses.

2. **Harwell Village Hall**
   Harwell Village Hall offers a central community hub for the village and its surrounding area where a wide range of activities for all ages take place. A loan from Charity Bank has been used to help redevelop and extend the village hall so it can continue to cater to a growing local community.

3. **Coast and Vale Community Action**
   Coast and Vale Community Action (CAVCA) supports hundreds of voluntary and local groups, helping communities in North Yorkshire to thrive. With the help of a Charity Bank loan, CAVCA created “The Street”, a world-class youth and community facility in Scarborough, which brought 20 new community support services to local neighbourhoods.

4. **the hub, Dumfries and Galloway**
   Located in Dumfries, which is within the 15% of most deprived areas in Scotland, the hub is a Community Action Centre which offers vital development support and accommodation to local community groups and voluntary sector organisations that deliver projects and provide services for the most vulnerable. It uses a property that was acquired with help from a Charity Bank loan.
Fairycroft House: A creative hub for all the community

A loan from Charity Bank helped to secure Fairycroft House’s future as a community centre that encourages and develops creativity. Tim Atkinson, Founder and Managing Director of Fairycroft House CIC, tells us the story.

"Fairycroft House holds a special place in the heart of the Saffron Walden community. An old Regency building that had been used as a youth centre since the early-1950s, it has long been a big part of the community landscape. In 2014, we took it over as the Fairycroft House CIC (Community Interest Company) and began to develop it into a fully self-sustaining organisation.

"Being a professional musician, it seemed only natural for me to concentrate on the performing arts and so “The Arts & Media Centre” was born: a hub not only for the youth of the community but for adults of all ages to get involved with music, drama, dance and other creative endeavours.

"When it no longer became viable for Essex County Council to lease the building, a local campaign to make sure it wouldn’t be sold for development and would remain in community use resulted in a petition of over 3,000 signatures. This raised awareness of the work we do here at Fairycroft House and helped us to register the building as a ‘Community Asset’.

"This was a fantastic first achievement as it meant we had the possibility of purchasing the property. Next, we needed to secure a mortgage; and that wasn’t going to be straightforward, or so we thought. We were put in touch with Charity Bank through Can Do Communities and, right from the very start, they were fantastic. The whole time it felt as though they were working with us, really rooting for us to succeed and doing everything they could to help make that happen. In August last year, the Community Asset transfer was completed and the future of Fairycroft House was secured.

"Now we can truly plan for growth and development. We have small, local businesses renting office space in the building and rooms are available to hire for a whole range of community activities, giving Fairycroft House a very significant role in the local area. Our next big project will be the redevelopment of the main hall, creating a performance space to act as a much-needed platform for young local musicians."

“The whole time it felt as though Charity Bank were working with us, really rooting for us to succeed and doing everything they could to help make that happen.”

Tim Atkinson, Founder and Managing Director of Fairycroft House CIC
Tim Atkinson, founder and Managing Director, with some of the counsellors who practise at Fairycroft.

Charlie and Anna, volunteers at Fairycroft.
Education

Education inspires creativity and curiosity. It also gives students more opportunities for employment and offers better economic security.

Bereavement, bullying, or family breakdown can be barriers to education that can steer us away from learning and into trouble. Charities across the UK are working to give everyone the chance to learn, gain qualifications and take themselves where they want to go.

Thanks to our current borrowers:

- 340 people have found paid employment or entered self-employment in the past 12 months
- 265 sheltered work placements were provided for people with learning disabilities or other needs in the past 12 months

With the help of Charity Bank loans, these borrowers have been able to:

- Train 2,338 more people each year
- Make available 362 new childcare places
1. **Children's Workshop**
A long-established and well-respected pre-school for children between the ages of two and five, The Children's Workshop in Sevenoaks, Kent, offers a place for young local children to develop and thrive. Supported by a Charity Bank loan, a new building was constructed in a stimulating setting next to the National Trust's Knole Park.

2. **Autism Plus**
Autism Plus has transformed several derelict farm buildings in North Yorkshire into a social enterprise. Employees with autism and other disabilities are being trained by skilled chocolatiers and horticulturists to run the social enterprise, producing and selling quality chocolate and organic produce to local retailers. A Charity Bank loan helped to fund the project.

3. **TLG - The Education Charity**
TLG started out as a small community centre in an old church building with a community café and one classroom where it taught and trained young people excluded from school. Today it is a national education charity. Charity Bank has worked with TLG for 14 years, providing loans and support as the charity extends its services across the country.

4. **Valley CIDS**
Derbyshire-based Valley CIDS delivers a wide range of activities and services in schools and communities, improving the life chances and opportunities of thousands of young people. The charity operates 30 'Lighthouse' shops, using the money raised to help fund the outreach work of the charity. Charity Bank loans have been used to develop Valley CIDS' retail network and expand its activities into new areas.
Shofar Daycare Nursery: A wonderful space to develop

Sharon Lee, Director of Shofar Daycare Nursery, explains the key role that the nursery has come to play within the local community just a year after its opening.

“During my 16 years running the Finchley Reform Synagogue Kindergarten, I lost count of the number of parents asking me for advice regarding the availability of a more flexible, full-time nursery that had Jewish values at its heart. When I heard that Finchley’s Sternberg Centre ‘Beit Limud’ building was up for rent, just over 3 years ago, I went to visit it with another colleague and got that feeling of excitement that it really might be possible to turn such a nursery into reality for the local community.

“Securing a loan from Charity Bank was very important in the funding of our social enterprise, by helping meet start-up costs and the lease of the site. Having Charity Bank’s backing meant we could go to other funders and secure more investment.

“We opened our doors on 12th February 2016 after gaining Ofsted approval. Although we cautiously hoped we might eventually welcome around 70 children into the nursery, all our expectations have been surpassed as a little over a year later we already have over 90 children. It speaks both of the need there was in the local community and the high-quality care and education we offer.

“We really are an integral part of the community now, creating a caring, safe and stimulating environment steeped in Reform Jewish values for babies and children aged six months to five years. The site itself is very welcoming and inspiring, with the building having been transformed into a wonderful space for children to develop. We are a charity who really have the community and its faith at the heart of everything we do. We give out bursaries and try to help families and parents however we are able.

“Charity Bank gave us great assistance and support in setting up Shofar Daycare Nursery; it wouldn’t have been possible without it. Now, alongside our two sister nurseries at Finchley Reform and North Western Reform (Alyth) Synagogues, we are able to provide a wide breadth of childcare to support the development and growth of our community.”

“Having Charity Bank’s backing meant we could go to other funders and secure more investment”

Sharon Lee, Director of Shofar Daycare Nursery
Monique Banin is a parent representative at Shofar Daycare Nursery.

Monique and her husband work long hours, confident in the fact their children are receiving high-quality childcare.

"Shofar Daycare Nursery opened at around the same time we moved to the Finchley area. Before this, we had been relying on nannies for our two children as it was impossible to find appropriate full-time daycare. Most of the Jewish nurseries in North London, whilst difficult to fault in terms of quality, are only open until 3.00pm at the latest, which doesn’t fit in with full-time working hours.

"My youngest child is still at Shofar Daycare Nursery, having moved up from the baby group to the toddler one, and my oldest is now at the primary school located on the same site.

"Shofar offers something that no other local nursery can: full-time, reliably high-quality childcare run with Jewish values at its core. It’s wonderful knowing that our children are getting a Jewish-focused education right from the start and the way this ties in with our lives and local community as a whole."
With greater environmental awareness among the public than ever before, many specialist charities are taking the lead in tackling environmental issues. Yet despite growing public concern for what’s at stake, these organisations often find it hard to access finance from traditional sources to do their bit to protect our planet.

Thanks to our current borrowers:

- 6 projects are under way helping to conserve the environment, reduce the amount of waste that ends up in landfill and producing renewable energy for communities
- 778 tonnes of waste were reused, recycled or composted in the past 12 months

Environment
Lichfield and Hatherton Canals Restoration Trust
Canals are historic waterways, enjoyed by people and wildlife alike. Since their heyday, organisations like the Lichfield and Hatherton Canals Restoration Trust have fought to keep them open. The Trust’s restoration project is central not only to local economic development, tourism and biodiversity, but to regenerating a vital link in England’s canal network. A Charity Bank loan helped to make this possible.

Totnes Renewable Energy Society
In 2007, the Totnes Renewable Energy Society was formed with the aim of developing renewable energy resources in the area for the benefit of the local community. With the support of a Charity Bank loan, it was able to acquire an established solar installation, thereby generating income to reinvest in other renewable energy initiatives.

Lighthouse Furniture Project
The Lighthouse Furniture Project is a not-for-profit venture that is committed to preventing reusable household items going to landfill, instead offering them to the public at affordable prices, and supporting those in need for free. It also provides a variety of other community and social benefits, such as volunteering and self-development opportunities. The enterprise was able to purchase its formerly rented industrial unit with help from a Charity Bank loan.

Furnistore
Furnistore sells recycled furniture and household goods at affordable prices to families and individuals in East Surrey, some of whom have experienced homelessness. It aims to reduce the volume of domestic waste in landfills while providing support and work experience for volunteers. Our loan enabled Furnistore to buy a warehouse.
Sandford Hydro: Community Power

Adriano Figueiredo, Operations Director at Low Carbon Hub, describes how one small community can make big things happen in the fight to go green.

"Upon completion, Sandford Hydro will be the largest hydro-electric plant on the Thames, generating approximately 1.6 GWh of clean electricity each year - that’s enough to power around 500 households, just shy of the full Sandford village.

"Sandford Hydro is the brainchild and labour of love of local community members, who saw an opportunity to do something good for the environment and to show what can be achieved when a community comes together in this way. Using three Archimedes screws (each larger than a double decker bus), the Sandford hydro-electric plant will transform the Lasher Weir into a significant provider of clean energy, generating electricity from the powerful flow of the water. An important part of the process has been ensuring that Sandford Hydro will have minimal impact on the local ecosystem and wildlife; it even features a specially-designed fish pass to allow all species in the river to migrate upstream for the first time in nearly 400 years.

"At Low Carbon Hub, we were delighted to be asked to help develop the project from a wonderful idea into a tangible reality. It is the largest project we have ever worked on and there have been many challenges and difficulties along the way, financial security being just one of them.

"A significant amount of funding has been generated through a community share offer, meaning individuals are able to invest in a project that will not only offer them a fair return but will also benefit their own community and society in general. However, the magnitude of this undertaking also required more sizeable backing.

"We approached several banks for funding to help secure the future of Sandford Hydro, but what became clear very quickly was that Charity Bank really cared about our project and wanted to be a part of making it happen. Most commercial banks were singularly focused on the financial side of it, whereas Charity Bank was also interested in the social and environmental impact that our project would create. There was a clear alignment of objectives and we’ve had nothing but support and invaluable help."

"Securing this loan from Charity Bank was a vital step in the progress of this project. In fact, without Charity Bank there would be no Sandford Hydro."

Adriano Figueiredo, Operations Director at Low Carbon Hub
Liz Shatford, Parish Clerk of Sandford-upon-Thames.

Liz, one of the founding members of the Sandford Hydro Community Interest Company who initiated the Sandford Hydro project, describes how seeing this ambitious project come to life has awoken a spirit of community consciousness in her area.

"Over ten years ago now, a friend and I were talking about how wasteful it seemed that the incredible power of the water on our stretch of the Thames was no longer utilised. The seed for the idea that has become Sandford Hydro was born. It’s been a long, complex process but we kept at it and, once Low Carbon Hub and then Charity Bank had come on board, we knew it had all been worthwhile.

"Seeing something that we all worked so hard on become a reality has certainly influenced our local community. It’s offered an enormous educational opportunity and has awoken a certain consciousness about our environment, the river and our local ecosystem. The tangible benefits are wide reaching and include the clean energy that will be created, the financial return for those who took up the Community Share offer, and - my personal favourite - the fish pass that will allow fish to migrate further upstream!"
Faith-based organisations and projects are involved in a huge range of activities to strengthen and unite communities. Many are working tirelessly to support communities, reducing isolation, encouraging self-respect and social responsibility and often providing food and education. Charity Bank is well-placed to understand the positive influence of these groups as this is our fourth biggest sector for lending.
1. Dudley Community Church

Community really is the key word for Dudley Community Church. Founded in the 1930s, it has been a place of welcome, support and outreach ever since. Some of its main activities include a soup kitchen, Youth Club and counselling services. With a loan from Charity Bank, an extension to the church has helped enhance the provision of these services.

2. Rangjung Yeshe UK

Rangjung Yeshe UK is an international Tibetan Buddhist centre based at Gomde Lindholme Hall in Doncaster, set in the natural surroundings of The Hatfield Moor National Nature Reserve. Alongside Buddhist retreats it is also involved in local environmental and conservation projects. Charity Bank was able to provide a loan to help with existing finances and part-fund refurbishment works.

3. The Greek Orthodox Community of Milton Keynes

A growing community calls for expansion. Two Charity Bank loans helped the Greek Orthodox Community of Milton Keynes to acquire new premises for a congregation of up to 300 people. The new building also houses a successful Greek Language school, which won a BASLA award from the British Academy and a Bronze award from the National Resource Centre for Supplementary Education in 2015.

4. Bethel - London’s Riverside Church

This church runs a range of activities for the benefit of the community. With a growing congregation and increasing demand for support services, our loan helped it to extend and improve its building, including increased auditorium space, counselling rooms, a coffee shop, foodbank and youth and children’s facilities.
Bethel Church: A community hub

Lou Peet, church leadership team member and attendee of Bethel Church in Coventry since 2003, explains the significant role this church plays in the local community.

“The Bethel Church building started life as a simple wooden construction - a temporary building in the 1930's that ended up being permanent! When a fire destroyed that original building nearly ten years ago, leaving only the newer church hall standing, we began the process of raising funds for a new facility that would cater for all the community work we do, and the people that meet here as a church.

“We gathered a lot of local support and financial pledging but needed a primary backer to help the project come to fruition and this is where Charity Bank came in. The Charity Bank team was very accessible and understanding of our situation. We had already absorbed significant costs with planning checks, archaeology and architect fees and so getting the Charity Bank loan through enabled us to finally breathe easy and move forwards with the work. The new, expanded facilities on site are going to be fundamental to developing all the work we carry out in the local community and we’re very thankful it’s been made possible.

“Based in one of the most deprived areas of the country, Bethel has always had a heart for the community it serves and a desire to see positive change and light spreading into dark places. We run many outreach activities, such as a toddlers group, a community drop-in facility where we welcome everybody under the ‘Places of Welcome’ scheme, a community café, and until recently - a large food bank.

“We’re on track to open the new building in June this year. This coincides nicely with the church’s 80th anniversary. We’re a small, independent church and this new building is a big deal for us and the local community we serve so we plan to hold a weekend of celebrations. A lot of people’s time, effort and money has gone into making this happen, and so it seems only right to mark the occasion alongside the whole community.”

“The new, expanded facilities on site are going to be fundamental to developing all the work we carry out in the local community and we’re very thankful it’s been made possible.”

Lou Peet, leadership team member at Bethel Church
Mitch Brookes, local resident

Mitch Brookes is a local resident of Spon End, Coventry, and serves on the leadership team at Bethel Church, running several of their community outreach programmes.

“Bethel Church is a very family-minded church and an invaluable resource for our community. It offers so many ways for people in the area to come together, forge relationships and find companionship. My family originally became involved with the church in around 2011 when we took our children to the toddlers group. Now the kids attend the Sunday school and other youth groups that are organised there.

“I wanted to get involved with this important community work and started helping with the food bank in 2012. A couple of years later I joined the leadership team and am now involved with several of the outreach programmes.

“The new building will be a fantastic opportunity for these wonderful community programmes to grow and develop. With the current, rather small, space we often have to put two groups in together and there have also been occasions when we’ve had to turn people away as there simply hasn’t been enough room. Now, not only we will be able to develop the activities we offer, we’ll be able to welcome more people as well.”
Our health, mental health and care needs change, as we tackle the challenges everyday life throws at us.

Funding remains a stubborn challenge for organisations meeting basic human needs. Nonetheless, people continue, with as much energy as ever, to help others get back to normality after a crisis, deal with an addiction or live independently with a disability.

Thanks to our current borrowers:

- 11,074 people were provided with legal/financial advice in the past 12 months
- 51,240 people accessed counselling and support
- 299 people were helped to manage their drug or alcohol misuse

With the help of Charity Bank loans, these borrowers have been able to:

- Provide improved services for 857 people each year to help them manage their physical health
1. **Bevern Trust**
   This purpose-built home for nine adults with profound multiple learning disabilities in Sussex, run by The Bevern Trust and founded by parents, borrowed from Charity Bank to build a hydrotherapy pool and two respite bedrooms, allowing even more care and help to local families.

2. **Swindon Therapy Centre for Multiple Sclerosis**
   The charity provides support for people with MS and other neurological conditions and needed more space to accommodate its growing membership. A Charity Bank loan enabled the charity to double its floor space by purchasing the freehold of its leased premises including the upper floor which now houses a gym and an extended range of services.

3. **EVA Women’s Aid**
   EVA Women’s Aid supports women (and their families) who are, or have been, victims of domestic/sexual abuse and violence. It opened the UK’s first safe house specifically for victims of domestic and sexual abuse aged over 45. A Charity Bank loan helped secure the purchase of the residential property.

4. **Twinkle House**
  Twinkle House provides free sensory-based personalised support services for children and young people aged 0-19 who have disabilities and additional needs in West Lancashire and the neighbouring areas. A loan from Charity Bank enabled Twinkle House to relocate to larger premises and expand its services and reach to meet an increase in demand and enabled the charity to provide a wide range of sensory facilities and hydrotherapy pool to generate income used to further their objectives.
“Without this backing, the services would absolutely have closed…”

Paul Breckell, Chief Executive of Action on Hearing Loss
Jessica Park, 24, has been living in St. Christopher’s supported living service since September 2014. Her parents moved from Brighton to Broadstairs to be closer to Jessica as she accessed these specialised services.

“I like living at St. Christopher’s in my own flat. It gives me independence, a place I can call home where I feel safe and supported. Through living here, I am given support and help to be able to go to college, work at the RSPCA, manage my money and live in a clean, comfortable environment.

“On a typical day, I get up and make my own breakfast then I travel to college by myself. When I get home, I’m given help to make a meal and to get to one of my evening activities, like going to exercise classes or spending time with my friends from the local community.

“When I found out that St. Christopher’s might have to close, I felt very scared and worried that I might lose my home and my friends. I was so happy when I heard that Action on Hearing Loss was able to take it over and that we could keep living here.”
Yet there aren’t enough homes: for families who want to give their children the best start in life, for older people on low incomes who want to keep their independence, and for people with chaotic lifestyles who need support to turn their lives around. The housing sector remains our biggest portfolio of borrowers.
1. Extern
Extern is a leading social justice charity in Ireland providing supportive services to those who are most at risk within the community. Extern Homes is an initiative providing homes and wraparound support services, including access to training and employment opportunities, to people who are homeless, or at risk of homelessness. With help from a Charity Bank loan, unoccupied houses in North Belfast were purchased and will be refurbished and let out to people in need.

2. Glover's Trust
Founded in 1824, Birmingham-based almshouse Glover’s Trust has provided accommodation to the elderly for almost 200 years. Combating isolation through providing a community as well as housing, its aim is to help ensure that no-one feels alone in the later years of their life. With help from a Charity Bank loan, it is renovating and modernising its properties.

3. The Knoll Charitable Trust
Established in 2005 by Barrie & Elizabeth Price, the Knoll Charitable Trust aims to support those in need within the community through the provision of charitable donations and the management of charitable properties. A loan from Charity Bank enabled the Trust to purchase a new property that has been made available for community use.

4. Shrewsbury Drapers Company Charity
A long-established guild, the Shrewsbury Drapers Company has been running almshouses since 1444. Its most recent initiative, Drapers Place, will provide 25 new specially-designed accommodation units close to the town centre, supporting living for local elderly people. A Charity Bank loan is part-funding this initiative, while a second loan used as bridge funding until a grant was received has now been repaid.
YMCA Birmingham: A Place to Call Home

Alan Fraser, Chief Executive of YMCA Birmingham, talks about its latest project, The Vineyard, which provides permanent housing for local young people.

“By coming along to YMCA, a young person can become part of an inclusive community of people of all ages, faiths, cultures and backgrounds. Not ghettoised but included. Not apart from, but part of. That’s our youth-minded community approach.

“Currently, our housing scheme at The Orchard allows young people to stay with us for up to 12 months whilst they undertake employment training and work towards realising their potential. The feedback we’d been receiving was that it would also be really helpful to have more permanent accommodation available to them once they were ready to move on to more independent living. We came up with the idea of a second phase of The Orchard, combining move-on flats with a training and community centre.

“The Vineyard comprises of 34 flats. It not only offers a high standard of living at affordable rates but also provides the security and stability that young people need to build a future for themselves and their families. Since opening in early 2016, the flats have been filled with motivated tenants on longer-term tenancy agreements who are proud to call it their home. In addition to providing much-needed housing for the city, this development also increases our income-generating capacity through the additional rent.

“Alongside the Vineyard we also built The Chris Bryant Centre, which contains a social enterprise coffee shop, a number of training/meeting rooms, and a community hall. This has allowed us to extend the range of training opportunities that we can offer, whilst also providing space for local community groups and organisations to meet.

“When we contacted Charity Bank, we were in need of a loan rather quickly. We only had 12 weeks to secure the necessary monies to ensure we could break ground on the intended date and not lose out on the price we’d agreed with the builders. Charity Bank pulled out all the stops to make the deal happen - they were quick, efficient and clear in their requirements, but also flexible and realistic.

“It was important to us to work with a bank that understood the charitable sector and understood the kind of business that we’re in. We wanted to know that our banker was operating to the same ethical standards as we do. Charity Bank saw us as a partner in doing good, rather than just a customer from whom they could make money.

“Working with Charity Bank was just really easy and felt like a breath of fresh air. The support and help offered by the team has been exemplary throughout.”

“Charity Bank saw us as a partner in doing good, rather than just a customer from whom they could make money.”

Alan Fraser, Chief Executive of YMCA Birmingham
Aleah Walker, 20, is a resident at The Vineyard. She tells us how much it’s meant to her to be supported by the YMCA residency programmes.

"Last year I moved into The Orchard, the YMCA’s supported accommodation. I wanted to move out of my dad’s place and to start living more independently but wasn’t sure how to go about it. The YMCA is the perfect first step as you get so much help and advice, as well as a great community of people around you.

“When I heard that a permanent flat was becoming available in The Vineyard, I was really keen. For me to get a flat somewhere else would have been quite difficult I think but with the YMCA the process was so simple. It’s tough to find somewhere like this that’s affordable but still safe and has support on offer so you’re not completely alone. Also, the fact that it’s so central will make going back to work or into education easier. There’s even a nursery on site for my daughter.

“I really feel like I have somewhere to call home now, where I can start building a future for me and my daughter.”
Thanks to our current borrowers:

165,192 visits each year were made to affordable sports facilities

With the help of Charity Bank loans, these borrowers have been able to:

Attract 48,192 new visits each year as a result of improvements to their facilities

In spite of funding challenges, the sports and leisure sector is as dynamic as ever.

Leisure enterprises, climbing walls and community sports organisations are putting sport at the heart of social change. Whether it's a splash in a community swimming pool or a hat-trick in a youth football competition, they are helping to improve our health and to inspire our ambitions.
**Adrenaline Alley**
The charitable enterprise Adrenaline Alley is Europe’s largest urban sports venue, offering a top-class and safe environment for young people to skateboard, BMX and scoot. A loan from Charity Bank enabled it to buy the 7.5-acre site on which it’s located, so it is now able to continue expanding and quickly to adapt to trends within the urban sports industry.

**Cathays Liberal Workingmen’s Club & Institute**
Located in one of the oldest suburbs of Cardiff, Cathays Sports & Social Club is a long-standing local community resource. A Charity Bank loan has helped refinance an existing brewery loan to allow the club to offer a wider range of products to its members and to negotiate better discounts.

**Folkestone Sports Centre Trust**
Folkestone Sports Centre Trust is a social enterprise leisure centre, working to make sport and leisure activities available to people who might struggle to access them for financial or social reasons. When its centre needed updating, a Charity Bank loan was used to complete the first phase of a major renovation and helped to attract funding for the project’s next phase.

**Staines and Laleham Sports Association**
Home to local sports and activity clubs, including the 125 year old Staines Hockey Club, the Staines and Laleham Sports Association was in need of some modernisation to ensure its future sustainability. A Charity Bank loan financed the replacement of the old artificial pitch and the refurbishment of the drainage system.
Ilkley Lawn Tennis & Squash Club: Centre of Sporting Excellence

Chris Brown, Treasurer of ILTSC, talks about the club’s significant role in the local community and the importance of its recent expansion.

“The ILTSC was established in 1880 and was made up of just a few grass tennis courts. Since then, it has grown exponentially and we now offer 12 grass courts, six hard or all-weather courts, and five indoor courts for tennis, as well as five indoor squash courts.

“It’s very expensive to run this kind of facility but it’s important to us to find ways to cover costs without making membership fees too high. Above all, this is a facility for local people and we want to make sure it remains affordable. In 2013 we began a development project, updating several facilities and expanding the gym and fitness studio areas. These improvements not only benefit the club’s standing as a centre for excellence but also attract a wider membership, and so increase revenue. Since the work was completed just under a year ago, our membership numbers have grown by more than 25% to over 2,200 members.

“We received funding from Sports England and the Lawn Tennis Association but still had a considerable gap we needed to fill. It’s difficult to get a conventional loan from high-street banks for this kind of project as they don’t generally invest in sports organisations. We started to look for alternative providers and came across Charity Bank.

“It has been great working with Charity Bank. In fact, securing our loan from Charity Bank was perhaps one of the easiest parts of this entire project. Dealing directly with someone local was also a huge plus as it really facilitated communication and made the whole process more personal.

“The loan from Charity Bank made this project possible and has benefitted the club and local area enormously. We are going from strength to strength, now annually hosting the prestigious Aegon Ilkley Trophy event, which consists of both the men’s Challenger and the ladies’ ITF tournaments simultaneously. This year, it will be the biggest such combined tennis event in the world. This not only benefits the club but the surrounding area, attracting many visitors. We’ve also been able to expand our outreach programmes, working more and more with local schools and smaller clubs.”

“ It has been great working with Charity Bank. In fact, securing our loan from Charity Bank was perhaps one of the easiest parts of this entire project. ”

Chris Brown, Treasurer of ILTSC
What are the key things to think about before you apply for a loan?

If you apply for a loan, you will need to provide some information about your organisation and your plans for the future, explaining how a loan would support you to achieve your social mission.

**Your aims.**
What will you use the loan for? How does it help you achieve your social mission?

**Your activities.**
Can you show you’re delivering social good?

**Your governance.**
Who is running the charity, how long has the team been there; does it have the right skills?

**Your income.**
Do you rely on a single source of funding or do you have diverse income streams? Are you generating surpluses?

**Your business plan.**
How do you aim to sustain and/or grow your organisation over the coming years?
Charity Bank Loans

Call us directly or send a brief email telling us what you do, the amount you’ll need and what you’ll use it for.

Our team will be in touch to learn more about your organisation and the sort of loan that would work best for you. We’ll point you towards alternatives if a loan from us isn’t the best option.

If it’s clear that a loan could support you, you’ll work with a regional manager to submit a loan application. Our credit team will make the final decision.

Interested in savings?

Find out more about our savings accounts on our website or give the team a call on the number opposite.

Call, email or visit us:
The Charity Bank Limited,
Fosse House,
182 High Street,
Tonbridge
Kent, TN9 1BE

T:  01732 441919 (Loans)
    01732 441944 (Savings)

E:  enquiries@charitybank.org

W:  charitybank.org

@charitybank

/charitybank
What’s in a label?

We’re the only bank to hold the Social Enterprise Mark, recognising our social purpose and social sector ownership.

Our accreditation as a B Corporation shows that we continue meet rigorous standards of social and environmental performance, accountability and transparency.

We also hold the following positions which provide further evidence of our commitment to our mission and values:

- We’re one of the top ethical companies in the world for the third year running, according to research carried out by The Good Shopping Guide in 2016/7.
- Charity Bank has won the top spot in the Good Shopping Guide index of ethical banks and building societies for nine successive years.
- Charity Bank is the only bank to display a Social Enterprise UK accreditation badge. The badge states, “We’re a social enterprise – business where society profits”.
- We were the sixth UK business and the first bank in Europe to become a B Corporation: a company in which the interests of employees, communities and the environment rank alongside those of shareholders. Our accreditation was renewed for a further three years in 2016.
- Charity Bank’s cash ISA and savings accounts are an Ethical Consumer’s buyers’ guide Best Buy.
- Charity Bank became a living wage employer back in July 2014. The Living Wage is an hourly rate of pay which is calculated against the cost of living in the UK.
- Charity Bank is a founding member of the Responsible Finance Association.
- Charity Bank is part of a global ethical banking movement. We’re a member of the Institute for Social Banking and a member of the International Association of Investors in the Social Economy.
- Charity Bank is an NCVO Trusted Supplier, awarded only to suppliers that NCVO consider offer “exceptional value, outstanding quality, and have lots of experience working with voluntary organisations”.

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Charity Bank
Our shareholders: who owns Charity Bank?

Every single one of our shareholders is either a charity, trust, foundation or a social purpose organisation. Charity Bank shareholders are social investors, looking to invest in business that is wholeheartedly committed to a social cause.

Our shareholders are:

Barrow Cadbury Trust
Big Society Capital
Charities Aid Foundation
The Community Foundation for Northern Ireland
Cumbria Community Foundation
Esmée Fairbairn Foundation
IGEN Trust
RBS Social & Community Capital
The Baring Foundation
The Frederick Mulder Foundation
The Help for All Trust
The LankellyChase Foundation
The Mercers Charitable Foundation
The National Council for Voluntary Organisations
The Nuffield Foundation
The Phillips Fund
The Tudor Trust
The Vodafone Foundation
Wates Foundation

If you are a trust, charity or a foundation interested in investing in Charity Bank, please contact our chief executive Patrick Crawford: pcrawford@charitybank.org
“Our mission is to support your mission”