



We believe in you

2018



2019

A photograph of two men standing in a warehouse. The man on the left is older with grey hair, wearing a black jacket with "SM" on the sleeve and dark trousers. The man on the right is younger with a beard, wearing a grey jacket with "M" on the sleeve and dark trousers. They are standing in front of a yellow Hyster forklift and stacks of metal coils. The background shows warehouse shelving and equipment.

**Leaving no
viable business
unsupported.**

SOCIAL IMPACT REPORT



Foreword

from the Chief Executive

Firstly, welcome to our latest social impact report covering FY 2018 – 2019.

I am delighted to announce that the past year has been an incredibly successful one for BCRS Business Loans, in which our lending increased by 37 per cent year-on-year to £7.2 million.

Crucially though, in a year that saw many traditional lenders tighten their credit criteria, we have supported the growth and prosperity of over 153 businesses that wouldn't otherwise have been able to access responsible forms of finance.

As a Community Benefit Society that was established in 2002 with co-operative roots, social and economic impact is at the heart of everything we do at BCRS Business Loans.

Our economic impact has increased by 36 per cent since last year, generating an extra £36m of value in the West Midlands economy.

Not only this but we are committed to supporting underserved communities, geographies and areas.

We would also like to take this opportunity to thank customers, introducers, funding partners, our board and staff. You all contribute to the success of BCRS and to our mission.

For us, no viable business should go unsupported.

- Paul Kalinauckas

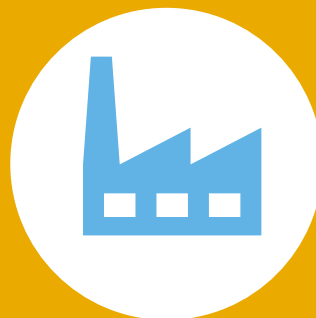


18 / 19 : QUICK STATS



£7.2m

lent



153

businesses supported



411

jobs safeguarded



494

jobs created



£36.3m

value added to the West
Midlands economy*



58%

of total lending within lower-layer
super output areas (LSOAs)

*Our economic impact statistics are calculated using the Responsible Finance Economic Impact Calculator. The calculator was originally prepared by the Centre for Business in Society (CBIS), Coventry University with assistance from James Medhurst, ICF International, with the support of Citi. It was updated in 2019 following a review by Marc Cowling, Brighton Business School, Richard Roberts, Aston University and Steve Walker, Aston Reinvestment Trust (ART).

18 / 19 : OUR IMPACT

£7.2m lent

£291k

Staffs/Stoke
Loan Fund

£1.4m

MEIF
Fund

£599k

CIEF
Fund

£218k

Worcestershire
Loan Fund

£2.5m

RGF
Fund

£2.2m

Other
Funds

£2.2m

lent to start-up
businesses

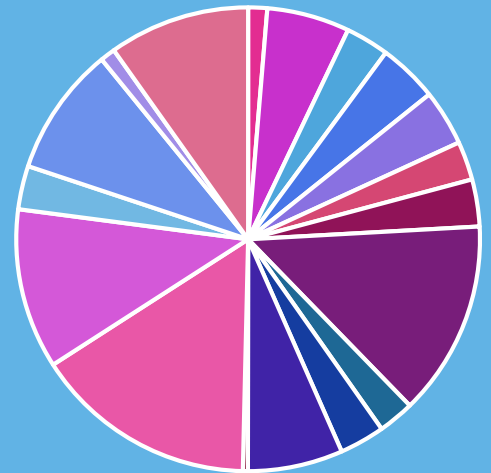


51

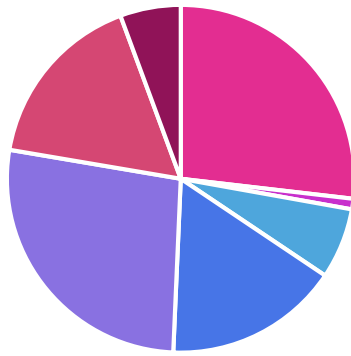
start-ups
supported

SECTORS SUPPORTED

1. Agriculture 1% £95,000	7. IT & Telecoms 3% £235,000	13. Retail 16% £1,114,000
2. Construction 6% £413,100	8. Manufacturing 14% £975,000	14. Service Industry 11% £800,500
3. Engineering 3% £217,000	9. Marketing & Design 3% £180,000	15. Training & Education 3% £217,400
4. Food Industry 4% £297,000	10. Motor Trade 3% £226,000	16. Travel & Leisure 9% £646,000
5. Health & Beauty 4% £278,500	11. Professional Serv 7% £475,000	17. Waste Management 1% £75,000
6. Installations 3% £193,000	12. Recruitment <1% £25,000	18. Wholesale & Distribution 10% £704,500

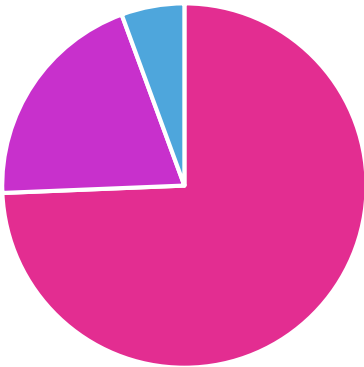


18 / 19 : LENDING ANALYSIS



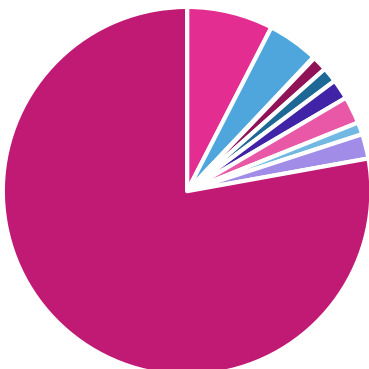
■ UNKNOWN
■ 18-24
■ 25-34
■ 35-44
■ 45-54
■ 55-64
■ 65+

Age Range	%	No of Loans	Amount Lent
Unknown	27%	462	£12,308,700
18-24	1%	12	£449,000
25-34	7%	109	£3,018,500
35-44	16%	264	£7,469,200
45-54	27%	299	£12,371,000
55-64	17%	179	£7,653,600
65+	6%	47	£2,586,200



■ Male ■ Female ■ n/a

Gender	%	No of Loans	Amount Lent
Male	74%	969	£34,094,300
Female	20%	292	£9,195,900
Prefer not to say	6%	111	£2,566,000



■ Asian ■ Asian British
■ Black ■ Black British
■ Caribbean ■ Mixed
■ Unknown ■ Other Ethnic Group
■ Prefer not to say ■ White

Ethnicity	%	No of Loans	Amount Lent
Asian	8%	103	£3,468,900
Asian British	4%	59	£2,050,500
Black	<1%	1	£50,000
Black British	1%	22	£596,500
Caribbean	1%	25	£610,500
Mixed	2%	22	£807,500
Unknown	2%	58	£1,094,500
Other Ethnic Group	1%	10	£489,500
Prefer not to say	2%	23	£992,000
White	78%	1043	£35,686,300

WHAT WE DO

BCRS Business Loans provide loans from £10,000 to £150,000 to growing West Midlands based enterprises that are unable to access finance from traditional lenders. We support small and medium sized businesses – including social enterprises and charities – so they are able to grow, prosper and make a positive contribution to the social and economic well-being of the West Midlands.



No early
repayment fees



Relationship-based
approach to lending



Speedy
loan process

BUT, WHAT MAKES US UNIQUE?

Small businesses are at the heart of what we do.

We believe in what they do.

We genuinely love helping small businesses achieve their goals - seeing them grow and supporting both the people who work there and the communities they serve.

With no shareholders to support and with people who really understand the business of business, we can support organisations in ways few other funders can.

With funding; with advice and support; with real belief.

And we do this when others can't. In a way they don't.

It is banking like it used to be. **Personable. Accessible. Reliable.**

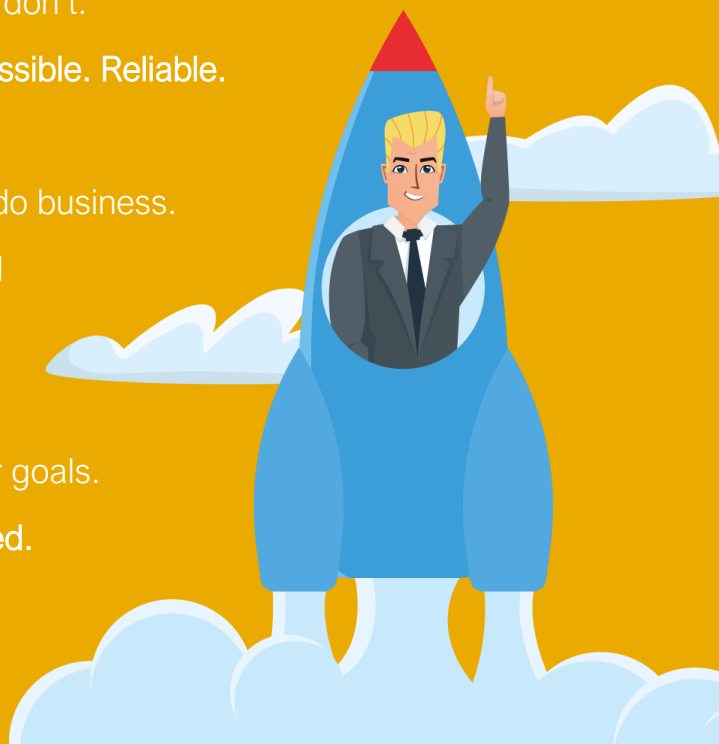
Hands on, not hands off.

There is nothing fancy about the way we like to do business.

We are honest and genuine, straightforward and personable.

And we share a common passion –
to liberate businesses, their owners and their
people to grow and develop and to achieve their goals.

For us, no viable business should go unsupported.



WE ARE A 5 ★ LENDER



Over the past year, we are pleased to have built a strong collection of outstanding reviews on our Trustpilot page. We see this as one of the best methods of assessing the success of BCRS Business Loans – by having a positive impact on our customers' lives, demonstrating the belief we have in them and helping them achieve their dreams and ambitions. We have a Trust Score of 4.8 out of 5.



No hassle and straight forward process...

From the initial telephone call right through to the pay-out I could not have asked for a more straight forward service. BCRS are supportive and communication skills are second to none. A great company to deal who are very efficient.



BCRS were brilliant

BCRS were brilliant from the initial contact through to the end with support and friendly assistance. The company is highly professional and is worthy of the five-star recommendation.



Outstanding service

Outstanding service! Would strongly recommend. Excellent, quick and efficient service. Do everything they can to help businesses in need of finance.



It's been an excellent experience...

It's been an excellent experience working with BCRS - at every step of the way they have been keen to support our business growth plans and have never hesitated to go out of their way to provide the extra help where needed.



Very impressed with the efficient...

Very impressed with the efficient service provided by BCRS. From putting in an enquiry to receiving funds was a matter of weeks and an easier experience than dealing with the big banks. I think 5 stars is well deserved.



Highly recommended!

Highly Recommended! From our first contact with Andy, the process was refreshingly positive, fast and simple. At last an organisation that judges risk with realism not pessimism!

SUCCESES



In July 2018, BCRS Business Loans was proud to win the Small Business of the Year award at the Nachural Summer Business Ball.

At the beginning of 2019, we were thrilled to see our chief executive Paul Kalinauckas win the Excellence in Finance Award at the prestigious Signature Awards in Birmingham.



During the past year, we are delighted to have achieved significant milestones for the funds that we deliver, including:

- £7.2m annual lending
- £1.5m of lending from the Midlands Engine Investment Fund (MEIF)
- Best ever year for utilising the Enterprise Finance Guarantee (EFG), at £3.6m

We have also successfully completed funding contracts with local authorities in Staffordshire, Stoke-on-Trent and Worcestershire.

By delivering the Staffordshire and Stoke-on-Trent Business Loan Funds, £5.8m has been lent to 207 businesses, which has created or safeguarded 1,311 jobs and generated an economic impact of £29.3m*.

*Our economic impact statistics are calculated using the Responsible Finance Economic Impact Calculator. The calculator was originally prepared by the Centre for Business in Society (CBIS), Coventry University with assistance from James Medhurst, ICF International, with the support of Citi. It was updated in 2019 following a review by Marc Cowling, Brighton Business School, Richard Roberts, Aston University and Steve Walker, Aston Reinvestment Trust (ART).'

CASE STUDIES



Banbury Print Lamination

Matthew Morris, MD of Banbury Print Lamination saw a spike in growth after securing £25,000 from the Midlands Engine Investment Fund (MEIF), delivered by BCRS.

Funding enabled the company to relocate to larger premises, purchase new machinery and create eight new full-time jobs, which has allowed the company to take on a number of key new print and lamination orders.

Matthew said: "I'm really pleased with the growth we have experienced since securing a business loan from BCRS. We are now able to meet the growing demand for our services."

The Dressing Rooms

Rebecca Baddeley, MD of TDR Group, secured a business loan to extend, refurbish and upgrade the company's current business premises.

Funding will allow Rebecca to bring a number of shops under one roof, which will help reduce increasing overheads.

Rebecca said: "We have achieved a lot in recent years, building on the success of the original bridalwear shop in Halesowen. I'm proud to say that we employ over 20 local people.

"BCRS Business Loans are brilliant. They are fine-tuned to business and are personal and approachable."



CASE STUDIES



Friday Beer Company

Gerald Williams, one of three directors at the Friday Company secured a business loan from BCRS to outsource their bottling process to increase capacity.

The Friday Beer Company has been a favourite with real ale enthusiasts across the country since its launch in 2011, but now, thanks to funding, they are now stocking local supermarket chains of Co-op, Morrisons and Waitrose.

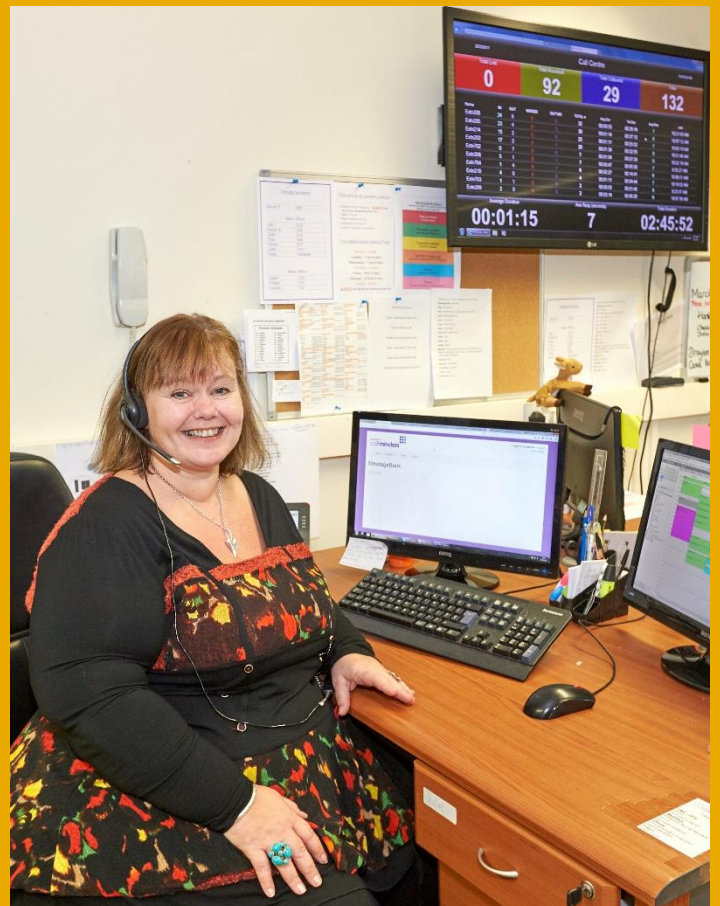
Gerald said: A loan helped us secure our cashflow situation while we outsourced our bottling process to a contractor. As a result, we now have the capacity to produce up to 4,500 bottles per day."

Professional Call Minders

Sarah Preece, MD of Professional Call Minders, has seen her turnover double since securing a business loan.

Funding helped Sarah install a brand-new, high-tech call management system and employ five additional telephone assistants as part of plans to expand the business.

Sarah said: "BCRS is brilliant; I was at rock bottom when I approached them. They were personable and efficient, and the loan also helped me secure match funding from a council grant scheme."



DOING OUR BIT FOR THE COMMUNITY

As a Community Benefit Society ourselves, we like to support local projects and initiatives that are going to benefit the areas we cover. These range from sponsorship of individual challenges to raise money for charity to large-scale events such as 10k road races. Here's a snapshot of what we've supported in the past year.



We are delighted to sponsor Wyrley Panthers - an under 15s, 11-a-side girls football team based in Great Wyrley. The girls are incredibly talented and sponsorship from BCRS provided each player with a free kit.



Four members of BCRS took to the streets of Halesowen in the West Midlands to complete the 10k Corporate Challenge. The run was organised by Halesowen & Rowley Regis Rotary Club to raise money for charity.



We are proud to have an annual collection for a food bank near to our HQ in Wolverhampton, which we have been doing for the past five years. This helps single people and families struggling to buy food and other essentials.



As a Community Benefit Society ourselves, we are delighted to offer a dedicated scheme to support new and start-up co-operatives. In the past year, we have invested in nine new Community Benefit Societies, which are a lifeline for many local communities.

WHAT THE FUTURE HOLDS



UN Sustainable Development Goals

We aim to embed the use of the UN's Sustainable Development Goals as a measure of our socio-economic impact. The goals aim to stop climate change, end poverty and fight inequality.

We will therefore be drafting a statement to reveal how our lending contributes to the goals.



FINAL THOUGHTS

As you have discovered by reading this report, BCRS Business Loans has had an excellent year and has subsequently had an impressive impact on the local community and economy.

The future of BCRS Business Loans looks very bright indeed. We are well on track to increase our lending by a further 25 per cent in FY 2019-2020, which will take our lending to over £8.7 million per annum.

With a number of funding partners helping us make this possible, including the Community Investment Enterprise Facility, the Midlands Engine Investment Fund and other forms of private leverage, we are well-placed to continue to achieve our vision of *leaving no viable business unsupported*.

Crucially though, we will continue to remain true to our socially responsible ethos as we aim to increase our social and economic impact even more this year, by providing the funding SMEs need to create and safeguard jobs right across the West Midlands.

Plus, as an accredited provider of the Enterprise Finance Guarantee (EFG), we are able to lend to financially excluded businesses that don't have sufficient security to meet our normal requirements.

Finally, we would like to take this opportunity to thank our customers, introducers, funding partners, board and staff. You all contribute to the success of BCRS and we greatly appreciate your continued support.

BCRS Business Loans.

We believe in you.





www.bcrs.org.uk | enquiries@bcrs.org.uk | 0345 313 8410

BCRS Business Loans, Technology Centre, Wolverhampton Science Park,
Glaisher Drive, Wolverhampton, WV10 9RU

 @B_C_R_S  BCRS Business Loans



Supported by the
 Regional Growth Fund

Supported by
 **European Union**
European Regional
Development Fund



**INVESTORS
IN PEOPLE**

Accredited
Until 2020



BCRS Business Loans Limited is a registered society, number 29393R, under the Co-operative and Community Benefit Societies Act 2014. We are authorised and regulated by the Financial Conduct Authority (FCA), Firm Reference Number 722855. For more details, please contact the FCA at register.fca.org.uk or on 0800 111 6768. The Enterprise Finance Guarantee programme is managed by the British Business Bank on behalf of, and with the financial backing of, the Secretary of State for Business, Energy and Industrial Strategy.