



**CO-OPERATIVE &  
COMMUNITY FINANCE**  
supportive lending since 1973

## Loan Management and Back Office Solutions

Building a co-operative future

# Co-op and Community Finance (CCF) has been a supportive lender and loan management specialist for over 50 years.

Co-op & Community Finance\* was set up in 1973 and has since created several related funds, all of which are democratically owned and controlled by the members. For over 50 years, CCF has supported hundreds of UK based borrowers ranging from small community-run enterprises to large award-winning organisations. Through the provision of our own accessible finance, and through the loan management services to others, CCF has enabled the set-up and growth of many innovative and impactful co-operatives, employee-owned businesses and community enterprises, and helped to create and preserve thousands of jobs within the co-operative economy.



## OUR VISION

“  
A thriving, diverse and sustainable  
UK co-operative economy with ready  
access to capital.  
”

## OUR MISSION

“  
To make the right finance available,  
at the right time, for co-operative  
enterprises in the UK.  
”

## OUR VALUES

*Our values align with and are inspired by the seven co-operative principles and international cooperative values:*

- **Principled** – we set high standards for ourselves and are committed to improving equality, diversity and inclusion across all the work that we do
- **Credible** – we are honest, fair and transparent and act with integrity and compassion towards everyone we deal with
- **Supportive** – we work in solidarity with the co-op sector to help the co-ops and enterprises we work with to overcome challenging times and celebrate successes
- **Collaborative** – we work alongside partners and share our knowledge and expertise to support the growth of the sector
- **Flexible** – we are dynamic and nimble, embracing changes and opportunities arising within the sector.

## What we do



We've been successfully managing funds and making loans across the co-operative and social investment market for over 50 years. CCF is one of only a few actors in the Social Investment market to offer loan management and back-office solutions alongside its own loan funds. We are the oldest Community Development Finance Institution (CDFI) in the UK and, we believe, one of the most successful and sustainable. We are also one of a few CDFIs that is authorised and regulated by the Financial Conduct Authority in the conduct of investment business which means we can manage other organisations loan funds.

We have been providing back-office and loan management support to a range of organisations from local authorities, trusts and foundations through to Credit Unions and CDFI's for well over 20 years, helping fledgling organisations such as London Rebuilding Society, BCRS Business Loans, Aston Reinvestment Trust (ART) and Big Issue Invest grow into the established Responsible Finance lenders Social Investors and they are today.

When it comes to managing funds and minimising losses while maximising social impact... we know what we're doing. CCF maintains a default rate of less than 3% across its own investment portfolio, one of the lowest in the sector, offering reassurance that we are well placed to manage your funds.

In recent years we have invested in a comprehensive and tailored cloud-based loan management CRM software, to effectively, and accurately, manage our own loan and investment portfolios and the those of our partners and clients. We offer a flexible and bespoke suite of services and solutions ranging from discreet back-office services to comprehensive design and portfolio management services, each tailored to the individual needs, and designed to save time and money and help clients meet their objectives and create positive impact.



We are also keen to work in partnership with like-minded organisations to develop new and innovative finance products and services for enterprises that will help to deliver diverse, social, environmental and community benefit that meet our values and strategic objectives.

**FLEXIBLE**

**TAILORED**

**BESPOKE**



# What solutions do we have for clients?

As a fairly small and agile business, we can provide a tailored a package of support to meet the requirements of all clients. Who are you? Maybe you are:

- a local authority, infrastructure body or federation that wants to support your industry or sector with a finance product but lack the in-house expertise, capacity and don't want the anxiety of the regulations
- a trust or foundation that wants to divert some of your endowment or invested funds into a loan or equity product, maximising outcomes by recycling funds through community and impact driven enterprises, rather than all through arm's length investments, and want someone else to manage a portfolio as a distinct product separate from your grant making
- an emerging or existing loan provider that has capacity/ time and or tech restraints and would benefit from outsourcing their direct debit collections, statements rescheduling and reprofiling giving you more time to work with clients and create impact
- a growing or diversifying organisation that needs the comfort that there is someone there with experience, expertise and the tools to call upon as your portfolio grows.

Whatever enterprise you represent if you share our ethical and responsible values, we would very much like to help find solutions for your organisation as you start, diversify or grow the financial solutions for your community.

Current clients include:



# So, what do we offer?

## Back Office Services

- Setting up loan accounts on our cloud-based CRM
- Holding monies and provision of treasury services
- Due diligence and anti-money laundering checks
- Collection of repayments by monthly direct debit
- Re-calculating and reprofiling loans
- Bookkeeping
- Credit control - early repayment, capital holidays and loan extensions
- Statement generation
- Comprehensive security and audit trails
- And a range of loan administration tasks including perfecting security and loan variations.

*For example, we have provided discrete back-office services to the innovative and ethical lender Radical Routes for 25 years. Radical Routes offers long term loans to Worker Co-operatives and Housing Co-ops. Radical Routes is a small organisation, lending circa £125,000 a year and don't have the funds to invest in, and maintain, their own loan management software, nor the BACS sponsor to collect payment. We hold their funds in a dedicated client account, make disbursements on their behalf, collect monthly repayments, and do all the loan admin and perform inevitable variations (interest rate increases and decreases, changes to terms, etc...) required over the course of a loan. Each month we provide Radical Routes statements for their borrowers, but they remain distinctly customers and in their case members of Radical Routes, who make all the lending decisions, set the terms and monitor their portfolio.*

“  
*As an organisation which runs largely on the time and money contributions of our member co-ops, being able to hand over the complex administrative burden of our loan scheme to CCF has been key to our ability to make loans at all. Knowing that our member borrowers are dealing with another co-operative, with shared values and a shared desire for economic agency and a solidarity economy, means that we know issues will be dealt with appropriately and collaboratively – and it's just good to work with great people.*  
”

Gauthier Guerin, Radical Routes

# Portfolio Management

- Fund design, project management and implementation
- Appraisal and Due Diligence
- Credit/ Investment Committee options
- Due diligence and anti-money laundering checks
- Preparing, raising and releasing loan documentation
- Perfection of security
- Setting up client accounts to hold funds
- Portfolio treasury
- Release of funds
- Collections and variations
- Monitoring
- Fund recovery/ Lifeboat service

*For example, we helped the [Co-op Foundation](#) design their £1M+ [Creating Spaces Fund](#), this was the Co-op Foundations, a charitable grant giver, first foray into providing impact loans. CCF supported the Foundation in all aspects of loan design and application, appraisal and deployment processes. Following the launch CCF provided joint appraisal support and training to the Foundation team, visiting (and ultimately lending to) nearly 50 applicants from across the UK as part of the process for presentation to their board/ investment committee. Initially the Foundation managed their own disbursements, and collections having all the systems in place as a large grant giver but keeping track of repayments and variations to terms proved a challenge and CCF subsequently took over the full back-office loan management and financial monitoring. We still look after the portfolio today, working with the Foundation and providing expertise and interventions when necessary.*

*Working with CCF has been great. They are so supportive and knowledgeable and have a deep understanding of our work. They are incredibly responsive and always on hand with expertise when we need it.*

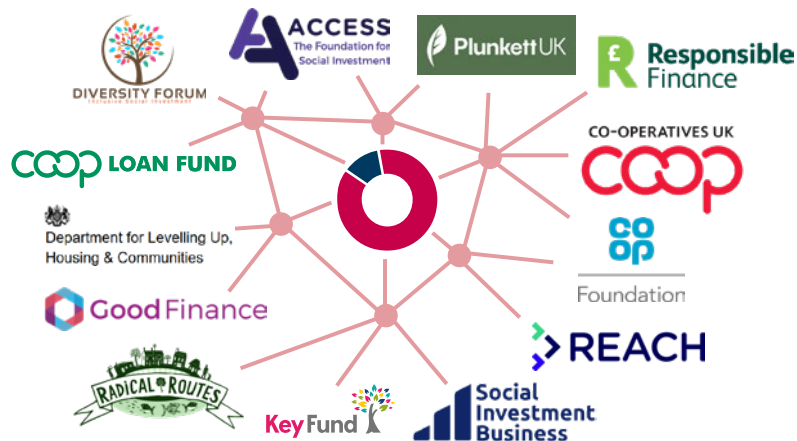
Ella Smyth, Funding & Partnerships Manager



## Partnerships

CCF are always keen to work with partners and organisations that share our values to develop and deliver new finance packages and initiatives across co-operative, employee owned, social and community sector businesses. Over the years we have partnered with a range of organisations and delivered award winning projects such as [More than a Pub](#) and [Just Growth](#) alongside infrastructure partners, grant givers and government.

We are currently involved in two blended loan and grant funds, [Thrive Together](#) and the [Energy resilience Fund](#), both involve a number of partners reaching into distinct sectors and communities to broaden support in disadvantaged areas and helping tackle social, community and environmental challenges. And the [Booster Flex Fund](#) an innovative fund investing in Community Share offers.



## Charging

We have a range of charging options, including fixed set up fees and monthly or quarterly charges and a day rate for ad hoc and consultancy.

## The Team

CCF has a small, committed, and professional staff team that brings a wealth of expertise and experiences in community and economic development, financial administration, grant giving, and loan management gained from working across commercial, charity, co-operative, community business, and social enterprise sectors.



**Alain Demontoux**, Operations and FCA Compliance Manager

Alain has been co-ordinating the head office for over 12 years looking after the administration of the lending, accounts, back-office and fund management functions and FCA compliance. He has been involved in the co-operative sector for over 35 years, previously heading up finance at Essential Trading Co-operative, one of the largest independent distributors of natural and organic products in the UK.



**Anne Wilks**, Transactional Services Manager (Finance & Loan Portfolio)

Anne has been with Co-operative & Community Finance since October 2012. She first joined as Financial Co-ordinator and was promoted in 2018. As well as looking after the day-to-day banking, treasury, general ledger and payroll, Anne also manages all tasks related to Loan Portfolios (CCF & Back Office Clients) which includes legal documentation, disbursements, collections, monitoring, and reporting.

Staff are supported by a board of non-executive directors who have a strategic oversight of the CCF group and offer proactive support, from a wide range of backgrounds bringing diverse skills and experiences. For the term of any fund management or back-office agreement, you will have a dedicated point of contact with support from across the team.



**Tim Coomer**, Business Development Manager

Tim started with Co-operative & Community Finance in January 2016 having previously worked as a project manager and social enterprise adviser. He is responsible for promoting and raising the profile of the organisation, building partnerships and the development of finance packages with like-minded organisations that help to deliver social, environmental or community benefit.



**Kevin Lloyd-Evans**, Lending and Relationship Manager

Kevin has been with Co-operative & Community Finance since January 2022. He is responsible for lending across the UK to the co-operative and social enterprise sectors and for the maintenance of the lending portfolios. Kevin's responsibilities include the assessment and management of financial risk and the development of new lending strategies.

CCF is committed to positive Equality, Diversity and Inclusion in the workplace and beyond read more about our commitments on our [website](#).





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For more information or to make an online  
loan application, please visit our website:

[www.coopfinance.coop](http://www.coopfinance.coop)

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