

Plane Talk



An update from our CEO



I can't believe it's the middle of August already. As well as completing my NHS Couch to 5k challenge, this month I have been busy behind the scenes working on business planning including agreeing our targets for the next financial year. I am glad to say too that I have also had the chance to get away for a few days in the Cotswolds with my daughters and grandson. I valued the opportunity to get away from work and spend time with the people who mean the most to me. I hope in these unusual times you all get to spend a few days away from the "working from home norm" and the stresses this can bring. My home over the last few months has also become my place of work, my pub and local café all rolled into one!

The Centre for Mental Health has said that the COVID-19 pandemic is likely to lead to an increase in mental health issues as a result of both the illness itself and the measures being taken to protect people from the virus. With this in mind, I have recently signed up for an employee assistance programme giving the team access to a confidential 24-hour helpline, counselling, and resources to help them through this challenging time. I know too that the last few months have been a very difficult and anxious time for some of our members many of whom are about to learn if they still have a job to go to. Our thoughts are with all of you and your families at this challenging time. Please do reach out to us if you have concerns or worries about your financial situation. We are here to help as best we can.

The next few months will see a period of change for us as we start to think about returning to the office to work. We have recently conducted a risk assessment looking at making it possible for some people to return to the office while respecting social distancing guidelines and ensuring the office is a safe place to work. This will be a blended approach with some still working from home with others in the office. Our onus is on making sure that the office is as safe as it can be with designated walkways, social distancing, screens, hand sanitisers to name a few.

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I met my Senior Management Team in the office this week. The first time for many months. I can't tell you how much I valued spending time with them in person, sharing ideas and collaborating on our Business Plans and looking ahead to our next financial year (due to start in October). The senior management team, myself and the Board are having a session on Wednesday this week (virtually) thinking about our strategies, targets, and our vision going forward.

I am delighted to be able to tell you that I have been appointed to the Association of British Credit Union's Talent and Diversity Committee. It has made me question; have we stopped to think about the definition of diversity and why there are not more senior people at the decision-making table, who look like me? Diversity is not just about colour or gender. I want to ensure that Credit Unions across the country fully reflect the members we serve. That's my ambition. I am looking forward to making a difference.

Talking about diversity and inclusion I met with the Learning Foundation recently and agreed to help the 1m children across the UK who are digitally (and therefore financially & educationally) excluded. We can all help by donating our unwanted IT equipment and getting involved to make a difference in children's lives. If you would like to be part of this initiative then get in touch with the Learning Foundation and see how you can help. We have just signed up to the FairLife Charity which promotes financial education and encourages organisations to price honestly and trade fairly. We are also looking at becoming a signatory to the Women in Finance Charter.

November seems a long way away but our AGM planning is underway and it looks as though we will be making it a digital event this year. This is totally new to all of us. There will be more news on this as our plans take shape.

Finally, how is everyone doing in this heat? I am glad that it is going to get cooler in the next few days. In the meantime remember to drink plenty of water, wear sun protection and look after yourselves.

Valerie Walwyn-Tait MSc
Chief Executive Officer

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No matter where you live or work

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FREE Life Savings Protection*

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PrizeSaver

The credit union savings account with monthly prizes

*For further information about the life savings and loan protection, please visit www.cmutual.co.uk

Recent Member Feedback

We have had some more amazing feedback from our members this month. We really do love hearing what you have to say.

Thanks for your brilliant, effective, and professional approach to arranging my personal loan. My money was in the bank yesterday and I was able to pay off my credit cards. This loan has helped me to save over £500 per month. I will recommend Plane Saver to everyone I know. Thanks again for a brilliant service.

I would like to thank the loans team and a special mention to Anisha for helping me through the process. The customer service has been exemplary and very professional throughout. I am very glad to have joined Plane Saver and I would definitely recommend it to anyone.

A big 'Thank You' for all the advice, help, kindness, professional, and amazing customer service you have provided me with.

Send us your story. Email us at info@planesaver.co.uk and let us know your thoughts.

This month's lottery winners

£1000	Member 4288
£500	Member 13911
£250	Member 3391

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To sign up and be in next month's draw, visit
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