



Scotland Regional Council
Forres Post Office
Forres
Morayshire
IV36 1QQ

Minutes of meeting of Scotland Regional Council
Held Grampian Hotel, Perth on 2nd October 2015

Vice President, In the absents of Regional President Ewan Shaw, Jamil Ahmed opened the meeting by welcoming all especially The National President Mr Jim Nott and Laura Hobbins from first rate delegates,

Apologies: Ewan Shaw Harvey Morton, Stuart Burford, Mike Burford, Roy Wetherup, Paul Munch, Brenden Keany Rhona Young.

Minutes Of previous meeting; Approved Gordon Gunn and seconded Sunil Sood

Parcel Force; Laura Hobbins, retail development manager for Scotland and Northern Ireland gave a talk on the Rewards for you, A promotion being carried out in store where our customers can receive a 15% discount on Parcel Force products excluding global value, economy and consignments. There are three promotion codes at the moment with on-line ROC Temporary card TMP and permanent card MEM. Laura explained the procedures through the horizon screen and talk with customers when posting parcels.

Last posting dates for Christmas was passed round along with a Parcel Force pack "Send it Right" containing all materials needed for a successful Parcel Force experience within our branches.

National President; Jim Nott began by thanking the Region for the invitation to talk with the Scotland Region.

Letters; There were two letters which had come out lately, One on NT and the other on Contract changes with regards to National Insurance. As it was of interest to a few delegates Jim asked those who would like the information to contact the Regional Secretary who would pass on copies of said BSE.

Membership; It seems that there may be an issue with the opting out of Members within the MOU. POL want all to opt in and are looking for a 50% uptake in the members holding a Post Office. There is not a clear answer to what is a fundamental piece of the MOU but talks are on going and Solicitors are involved.

Postage; with the changes to the labels now it a concern that we may become an acceptance for pre paid postage more than more and not putting labels on packets. The Federation is looking for a better price for accepting pre paid items and this will get more as Royal Mail and POL look at these options.

Royal Mail; still manage 85% of the mails market with all others 15%. Amazon have ended there relationship with collect plus and returned to Post Office for pick ups and collections with the main reason being the integrity of the product when left in store.

Travel Insurance; The Post Office has bought a travel company, the first acquisition made by the Post Office. There are grave concerns since the change of provider that the customer journey is very lengthy and difficult to process. Lets hope that this changes.

Universal cctv; this is a company who supply a television screen for advertising. This company has the agreement of the Post office and the Federation to talk with Post Masters. They are not taking over from the existing provider but an option.

Call centre; There will be a return of the "Customer Waiting" option when calling the centre.

ATM; Any Contract over 8 years have now been extended for another 4 years . Internal atm with less than 1000 transactions per month, the Post Office have said no payment for transactions. Offices that have over 1000 transactions the Post Office wish to pay TRP only. This has not been agreed on both accounts.

Post Office have 11% of the bill payment market. They have just agreed a contract with "Smart Meters".

With Banks closures around the country posters are available for many and federation are talking with regards to increase transaction payment for banking products.

An update on the mobile phone pilot is very disappointing and there is still no apatite to roll out the current account pilot either.

There is to be a change in the way cash and stock is dealt with in store. The box and fob are passed through to the staff member who empties the filles it passing it back through to the Cashco. Training is to be given before starting but dates not known.

Executive Officer Report Donald informed delegates that he had no updated information other than the BSC which have been sent out as there had not been a EC meeting since Special Conference in June. There was one disciplinary case which is being dealt with.

There has been a lot of call with regards to Network Change and very disappointing is the lack of knowledge that many sub Postmasters have in the options.

Met with the Citizens Advice with regards to a diversification fund to help Post Masters change. Although this may help a few it won't bring work and customers to the Post Office. Many Office have changed already and would just like an option to leave.

Donald also touched on the report that was produced by the citizens Advice knocking service levels in locals and lack of POL training when the responsibility lies with the operator to train his staff.

BSC 24 under the spotlight with regards to the Horizon system and what it does on does not do. National President agreed that the Post Office did a lot wrong in the early years but there is no evidence that the systems were at fault. The National President also explained that the system was checked annually for its robustness and no issues were found by these out sourced companies of which Price Waterhouse was one. The agreement with the delegates was to accept the response but believe that the issue would return due to MP signing a Early Day motion.

Branch Secretaries Report. Reports were received from Aberdeen, Edinburgh, North of Scotland and South of Scotland,

Treasurers Report; Ian informed delegates that there was less than £7000 in the Account and after today's meeting there would be very little left for members to hold any Branch meetings. Donald intimated that a top up from Shoreham was imminent.

Future Structure; There was a round the room discussion with regards to the future. It was decided to take this forward to possibly a Branch Secretaries meeting or the February meeting. It was felt with the uncertainty of the MOU and the structure of the Federation that we should wait for clarification.

Mail Work; There was nothing to report

Standing Orders; There was nothing to report.

AOCB; Jamil proposed Andrew Gilhoolie become an Honorary Member of the Scotland Region of NFSP. This was seconded by Paul McBain and approved by delegates.

Regional Secretary presented a gift to National President and thanked him for his contribution to the meeting.

Regional Vice President thanked those in attendance and a safe journey onwards

Meeting closed 16.12