



Chapter 05 Robbery & Burglary Branch Assurance Visits

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SECTION 1 – Branch Assurance Manager Responsibilities

- 1.1 Attendance should be arranged for the post incident Branch Assurance Visit (BAV) to be carried out at the earliest possible opportunity after the initial report of the incident from the Branch Support Centre (BSC). The Branch Assurance Support Team (BAST) should ensure that the lead BAA attending the incident, is sent the Post Incident Report which contains brief details of the incident.

If the branch is a Strategic Partner (SP), the BAST should inform the relationship manager for that SP (a list of the relationship managers can be found on the Knowledge Centre – z. Admin – Contact Information - Multiples Account Information).

If the branch is a self-funded PO local, a BAV may not be required if cash only has been taken. If stock has been taken, then a BAV would be required if the amount taken exceeds £1000 of stock value.

Whilst in most cases there is a need for a BAV to be conducted as soon as practicably possible, the branch should be contacted to ensure that BAV attendance is acceptable. It should be noted that such incidents are traumatic experiences, and the circumstances may not allow for immediate attendance, particularly at serious incidents.

- 1.2 A Major incident is classified as follows –

- Loss >£50k
- Firearm discharged
- Injury to staff or public requiring hospital attention
- Hostage incident
- Serious structural damage to premises
- Incidents at Crown Offices
- Any incident involving and ATM

No compliance testing should be carried out at serious incidents. The fact that no compliance testing has been carried out should be recorded on the Branch Assurance Reporting Tool (BART).

- 1.3 Scheduling BAV's out of hours (weekends/after 6pm)
- In exceptional circumstances this should be agreed by the Branch Assurance Manager.
- 1.4 For incidents where the loss is expected to be less than £1000, no BAV need be conducted, provided that agreement is reached with the Branch Assurance Manager. BAST will deal with these incidents over the telephone.



SECTION 2 – Responsibilities on site of Lead Branch Assurance Advisor (BAA)

- 2.1 The process for undertaking a financial BAV and verification of reported figures is covered in the Branch Assurance Process - Chapter 2 Performing a Branch Assurance Visit. Additional activity required at robberies/burglaries are outlined in the R&B work-aid on the Knowledge Centre – Branch Assurance – Chapter 05 Robbery & Burglary - Branch Assurance Visit
- 2.2 Documents for completion can be found in the Knowledge Centre. This includes:
- Report of Stolen Non-Value – multi-purpose sheet for recording details of stolen non-value or serial numbered stock.
- 2.3 Due to the unexpected nature of robberies and burglaries, it will be the responsibility of the lead BAA to look at the Branch Assurance Portal (BAP) to ensure remittance checks are undertaken.
- 2.4 If the incident has been initially noted as non-serious, but it later transpires that it is serious, the Security Team must be contacted on GRO for them to enable their major incident process.
- 2.5 The discrepancy identified on the RBART (Robbery/Burglary Branch Assurance Reporting Tool) should equal the figure as declared on HOL (Horizon Online) which has been settled to the suspense account for the Robbery or Burglary, which in turn must be exactly the same as the combined totals of the P3263's (cash, currency and stock). All these figures must now be recorded on the BART Results/Snapshot page just below the "current trading position" (the table appears on the RBART when the branch assurance is designated as a Robbery/ Burglary branch assurance visit). If these figures do not agree, then an explanation must be shown on the RBART – the reason for this is to help the relevant duties identify the correct losses associated to the R&B and understand the differences.
- 2.6 Any prior discrepancies carried by the branch should not be accounted for in the R&B loss posted to HOL suspense account (e.g. BART discrepancy arrived at figure of £2550, however branch carrying a £50 discrepancy prior to robbery therefore amount posted to R&B suspense should only be £2500. If £50 was a surplus, then R&B suspense figure would be £2600).
- 2.7 Explain to the Postmaster that a transaction correction TC, that is without prejudice, will be raised by the Branch Reconciliation Team, and that they should:
- Accept the transaction correction immediately upon receipt.
 - Instructions for processing this TC should be left with the Postmaster.
 - Inform the Branch Support Centre if any cash/stock is returned to them as recovered by either the Police or public.



SECTION 3 - Recoveries

- 3.1 Cash, stock or vouchers recovered as the proceeds of a robbery or burglary will normally be retained by Police for investigative purposes, for production at court as evidence, and return of the property may not take place for a considerable length of time.
- 3.2 Where a return of property is to be made, communication will normally be established between the Police and Post Office Security via the Branch Support Centre (formerly NBSC), and details obtained relating to the incident and nature of the property.

Document Admin

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Subject	Chapter 05 – Robbery & Burglary Branch Assurance Visit
Version Control	V6.1
Purpose	Outline responsibilities and process to perform a robbery and burglary BAV in all branches.
Audience	Branch Assurance Team
Next Review date	December 2024

Stakeholders

Stakeholders name	Responsibility
Mike Lowe	Head of Operational Excellence
Nayan Navik	Branch Assurance Manager

Responsibilities in Change

Role	Job Title(s)	Date
Author	David Nolan – Branch Assurance Team Leader	8/6/2024
Assurance		
Authorised	Nayan Navik – Branch Assurance Manager	
Communication	Recorded in Knowledge Centre	



Version control

No	Reason for issue	Section No.	Date	Approval
V2.0	Job titles and name changes	All	13/1/2021	
V3.0	Job titles and name changes Revised review date	All	05/06/2023	
V5.0	Reviewing document and amending remaining reference to "Audit" and replacing with "Branch Assurance"	All	07/07/2023	
V6.0	All parts reviewed as it has been 12 months since last review updated stakeholders	All	15/5/2024	
v6.1	Grammar corrected and 3 queries raised	All	8/6/2024	