

Terms of Reference for Branch Assurance Visit Alignment meeting

Purpose

The BAV alignment meeting is designed to bring together key stakeholders to discuss weekly BAV visit findings, upcoming BAV's, uncontactable branches and branches where we feel escalation for an "unannounced " or "set date" visits are required.

The forum offers the opportunity to discuss trends, emerging training needs, common themes and introduces some "case management" across teams.

Meeting membership

Each of the below departments should be represented, by a Head of or appropriate deputies;

- Head of Operational Excellence
- Head of Network Monitoring
- Head of Network Resolution
- Head of Contracts
- Head of Training
- Head of Assurance & Complex Investigations
- Head of Financial Crime

Quorum, to be x2 Departmental Heads and representation from x2 additional areas.

Responsibilities

- The forum is designed to bring together key stakeholders to discuss upcoming planned visits and findings of completed Branch Assurance Visits, stakeholders will be briefed by exception about notable findings or circumstances regarding visits and i. The meeting outputs will be used to enhance prep visit and support further case management for postmaster support teams such as dispute resolution or contracts
- Identification of continuous improvement opportunities for Branch Assurance
- Gather clarification and conscious on how to new business requirements following new process requirements based on emerging business models, products or branch formats
- Central point for demonstrations / presentations pertaining to this activity from non meeting members

Decision Making authority

The forum will make no decisions regarding contractual, root cause or dispute resolution matters regarding individual cases, all existing processes for these are unaffected by the BAV alignment meeting.

The meeting, will however will cover:

- Upgrades to a BAV or down grades to a support visit

- Prioritisation of visits
- Training intervention decisions based on reported skill gaps in branches
- Minor process changes, discuss and agree need for process changes which will be noted and ratified by monthly retail committee

Format of meeting

In each meeting there will be an assigned “action” taker, the meeting will be chaired by the Head of Operational Excellence, or appropriate Deputy and will take the following format:

- *Review of previous actions, covered by Head of Operational Excellence*
- *Review of visits from last meeting, covered by Branch Assurance Team Leaders*
- *Overview of upcoming visits, covered by Branch Assurance Manager – with key inputs where appropriate from key stakeholders who have requested a visit*
- *Overview of uncontactable branches and backlog of visits to be arranged, covered by Branch Assurance Manager*
- *Review of monthly “average BAV scheduling time from original BAV request” and “average visit time after BAV request”*
- *Review of open “queries” following a BAV and open “training intervention requests”*
- *Any other business*

Frequency, Duration and Occurrence

The meetings will occur on a weekly basis on a Friday morning, invites will be an hour long. The purpose of this is to allow the senior team to align ahead of the visits in the following week and to provide a timely update on the visits since the last meeting.

Prior to and following the meeting

The pack and agenda will be circulated to meeting members, this will allow departmental heads to assess if there is a requirement to bring in additional representatives to the meeting to discuss upcoming or outputs of visits.

Following the meeting, actions will be published via a live shared excel document, along with commentary covering a high-level summary of the visits, following the meeting attendees will receive copies of weekly BAV reporting will be sent to:

- Retail Operations Director
- Central Operations Director
- Postmaster Engagement Director

Where does the meeting report to

The forum will provide regular monthly updates or escalation points to the Retail committee, chaired by the Chief Retail Officer.

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