

Branch Support Transformation Programme

Programme Summary – To improve the support we provide to subpostmasters and operators in the running of their Post Offices from the moment they join to the point where they leave the business.

Programme Scale

Cost C. £4.1m (+ VR c £4m)

Timescales - complete by March 2015

Time	A
Cost	G
Benefit	A
Quality	G

Performance (Benefits)

Programme KPI	Period 4		Full Programme	
	Target YTD	Actual YTD	Target (RAG)	Forecast
Operating cost reduction			£3m	£3m 15/16
Number of spmr suspensions	20	26	60 p.a.	60
Reduction in agent net debt	£1m	£235k	£1m	15/16 full year
Satisfaction with training	95	88%	95%	95% 15/16
Reduction in calls to NBSC	25		25%	25% 15/16
Reduction in >£10k shortages	7		50%	Full year

Status Update (1) Prototype for on-line regulatory compliance tested with excellent feedback. BMC now proceeding with implementation for mid-September launch (2) HORice training undertaken and on-track for go-live date 02/09/2014 (3) Initial root cause analysis workshop completed with NBSC. Call data received and being analysed (4) Revised approach to compliance audits agreed to reduce activity time by 60%. Go-live due for 01/09/2014 (5) ATOS resource now in place to undertake Learning Management System feasibility study (6) Ciber now in place working with Finance Service Centre to begin Case Management System pilot

Customers The Programme should have a positive, indirect impact on customer experience. Reducing subpostmaster suspensions has meant a continuity of service in areas where the branch may previously have been closed due to sourcing a temp subpostmaster. Non-Post Office colleagues have also been testing the on-line regulatory compliance training prototype to simulate the experience of new joiners

Colleagues Central colleagues and subpostmasters have been testing the on-line compliance training prototype. 100% have indicated a much better experience than current methods of training, whether that be through Horizon or on ORBIT. Branch User Forum article appeared in Subspace explaining to colleagues purpose and achievements of Forum. Positive feedback received for HORice training

Third Parties NFSP have been involved in testing the on-line prototype and their feedback was also very positive. They are also positive about the proposed changes to the Compliance Audit process.

Risk Summary	RAG	Impact (Gross)	Likelihood (Gross)	Current Risk Mitigation
The majority of operating cost reduction is delivered through reduction in resource. Risk to savings if surplus pool is created.	16	4	4	Manage the resource plan with HR to ensure we optimise redeployment opportunities and exit via VR however CR may need to be considered. Timeline currently being mapped
Data centre to support migration of teams to Dynamics will not be ready until September which may impact on delivery times	15	5	3	Plan currently being developed to understand speed and priority at which we can migrate teams to case management tool

Dependencies	Status	Actions
Dependent on IT and Fujitsu to deliver Programme changes and projects	Fujitsu have returned CR approved and work can now be undertaken. Extra budget has been released by Programme to facilitate extra resource required in Ref Data team	Continue tracking progress
Dependent on Business Transformation identifying what is in scope and out of scope to prevent double counting of benefits	As-is state of network completed and will be presented to Steering Group on 4th August 2014.	Continue involvement in design phase of Target Operating Model. Accelerate initiatives to deliver cost benefits

Delivery Plan RAG status (Time)

