

POLB(12)70

POST OFFICE LIMITED BOARD
Status Report

No.	REFERENCE	ACTION	BY WHOM	STATUS
		1. Actions Appertaining to Governance		
1a	April 2012 POLB12/55	One remaining Non-Executive Director, with retail financial services experience, still to be found. All to inform the Chairman if they knew of anyone appropriate.	All	Ongoing.
		2. Actions Appertaining to Financial Services		
2a	September 2011 POLB11/48(d)	Current Account: The target for introduction is 2013 but a full proposition needed to be presented to the Board.	Nick Kennett	In hand; target date should read 2012/13. Paper will come to Sept 2012 meeting.
2b	January 2012 POLB12/10(c)	Eagle Contract Termination: If the evergreen right was not negotiable then Nick Kennett was asked to ensure the resolution period was long enough for POL to find an alternative provider.	Nick Kennett	Part of Eagle negotiations. Complete but contract not yet signed.
2c	April 2012 POLB12/47(d)	A Board sub-committee, comprising Alice Perkins and Neil McCausland, to meet to agree the contract. Nick Kennett to advise when ready and circulate papers to the whole Board.	Nick Kennett	Committee meeting held 26 April – further action outstanding. Minutes included in May papers. Complete.
2d	April 2012 POLB 12/47(e)	Letter of consent to be sought from Jane Hoy at ShEx.	Nick Kennett	Draft letter agreed, final version awaiting finalisation of contract.
		3. Actions Appertaining to Board Reports		
3a	November 2011 POLB11/57(e)	Paula stressed that queuing times was an area on which the Business focussed heavily and suggested a strategy paper comes to the Board on this topic.	Kevin Gilliland (Paula Vennells)	In hand, Kevin will bring this to the July Board.
3b	January 2012 POLB12/06 (a)	Chris Day to speak to Matthew Lester (RMG CFO) regarding 'Going Concern' discussions as part of the Board's governance, and introduce the necessary reporting process at the Board.	Chris Day	Paper provided to Board (May) on the proposed Going Concern process/external audit for FY 12/13. Complete.

3c	April 2012 POLB12/52	An Appendix to be added to the Health & Safety Report giving more information about any injuries sustained by staff or agents to enable the Board to understand the severity of the cases.	Paula Vennells	Appendix included in May report. Complete.
4. Actions Appertaining to POL Remuneration				
4a	February 2012 POLB12/20(c)	PDR scoring – Les Owen requested two-dimensional matrix rating performance and potential. Paula Vennells suggested the inclusion of potential ratings for the Top Team in the succession planning paper.	Pauline Holroyd	The paper in the May Board pack covers succession for the ExCo. A separate assessment exercise for ExCo is to be undertaken and this will include potential.
5. Actions Appertaining to IT & Procurement				
5a	November 2011 POLB11/62(c)	The Chairman requested that a procurement briefing session be organised.	Chris Day/Susan Crichton	A session to be scheduled as soon as possible. Arrangements to be confirmed by Chris Day/Susan Crichton. Provisional date 7 th June
5b	March 2012 POLB 12/28	Les Owen asked if the Service Integrator (SI) model had been successfully deployed in other organisations. Lesley Sewell to find a business already successfully using the SI and similar structure to benchmark, including the retail/services sector.	Lesley Sewell	Information will be provided for the Board by email before the meeting. Complete.
5c	March 2012 POLB 12/28	The Chairman asked Lesley Sewell and Chris Day to provide a breakdown and explanation of the optimised expected cost scenarios for the Board.	Lesley Sewell/ Chris Day	A meeting to discuss took place on 16 May. A paper on the outcomes will be circulated to the Board by email.
5d	March 2012 POLB12/42	Horizon Update – Lesley Sewell to return to the Board with the outcome of the tactical and strategic reviews and the options available for the future.	Lesley Sewell	Noting paper included for May Board meeting. Complete.
5e	April 2012 POLB 12/28(c)	Paula Vennells to ensure that the new Strategy Director validate the IT strategy.	Paula Vennells	An initial meeting with the new Strategy Director will take place on 29 May.
5f	April 2012 POLB 12/28(d)	The Chairman asked for a briefing session for Susannah Storey and Virginia Holmes before the next Board.	Lesley Sewell	Date to being organised

5g	April 2012 POLB 12/28(e)	The Board to convene a meeting to take stock of the position on IT procurement and strategy.	Paula Vennells	A meeting will be convened once the new Strategy Director has reviewed the position.
6. Actions Appertaining to Finance				
6a	March 2012 POLB12/38	In relation to the 2012-3 Budget the Chairman suggested that Paula Vennells and Chris Day discuss the medium term cost reduction challenge with the Executive Team to decide how they will improve productivity without jeopardising the major transformation programmes, and report back to the Board. (Action will include Chris Day returning to the Board in July with a paper on efficiencies and value for money).	Chris Day	Likely to require consultation with external specialist consultancies on best practice prior to making recommendations to ExCo (meeting 26 June) and reporting to Board in July.
6b	April 2012 POLB12/38(b)	Chris Day to present the Business Score Card and transformation score card at the May Board.	Chris Day	Business Score Card included in bonus paper and in performance report. Transformation update being reviewed by ExCo for submission to Board with Period 2 reporting.
6c	April 2012 POLB 12/38(c)	Chris Day to agree with Will Gibson the areas of the Business Score card to be used for Shareholder reporting.	Chris Day	Complete.
7. Actions Appertaining to Front Office of Government				
7a	February 2012 POLB12/18(e)	The DVLA Tender would return to the July Board but Paula Vennells would keep the Board updated on any significant changes should they arise in the interim.	Paula Vennells	Ongoing.
7b	April 2012 POLB12/46(a)	Martin Moran to check that the BIS address database used by the business was up to date with no duplications.	Martin Moran	Complete.
7c	April 2012 POLB 12/46 (c)	Martin Moran to take the new Non-Executive Directors through a Front Office of Government introductory session.	Martin Moran	Complete.

8. Actions Miscellaneous				
8a	April 2012 POLB12/55(e)	A contact list of all Board members to be circulated and Non-Executives to let the Company Secretary know of any meetings on Post Office business, so that a Board diary may be circulated.	Alwen Lyons.	Contact list complete. Outline Board diary available with May papers.
9. Actions Appertaining to Personal Injury Referral Fees				
9a	Feb 2012 March 2012 POLB 12/32	Nick Kennett to investigate the flow of fees to ensure there is no inducement of wrong behaviours, after which Paula Vennells would review to enable her to give comfort to the Board. Neil McCausland to take ownership of this issue going forward to ensure the business was getting the required information and challenging Junction to ensure that the Post Office was beyond criticism.	Nick Kennett/ Paula Vennells Neil McCausland/ Nick Kennett	Meeting being set up for w/c 21 May between Nick Kennett, Rob Clarkson and Neil McCausland. Ongoing.
10. Actions Appertaining to Mails				
10a	April 2012 POLB 12/45 (d)	A visit to a Royal Mail centre to be set up to enable the Board to understand the Royal Mail operation and emphasise the importance of working together on collections and returns.	Paula Vennells/ Alwen Lyons	RM agreement obtained. Date to be confirmed, possibly 4 July next Board meeting.
10b	April 2012 POLB 12/45 (e)	The Board requested a paper on agents' pay as part of the next Network Transformation update, to include an explanation of how agents' pay is made up, the effect of current plans and what future options might exist.	Kevin Gilliland	For inclusion in update for Board in July.
11. Actions Appertaining to Pensions – Next Steps				
11a	March 2012 POLB 12/39	Martin Lacey to start a piece of work on what POL's options are re employee contributions.	Martin Lacey	Legal advice received and initial review completed. Additional clarification sought over two issues.
11b	March 2012 POLB 12/39	Susan Crichton to seek independent legal advice as to the legal standing of the pensions promise.	Susan Crichton	Advice received from Linklaters.

11c	March 2012 POLB 12/39	Chris Day to engage with Virginia Holmes, who has a particular interest/expertise in pension matters, regarding POL's pension issues	Chris Day	Initial discussion, followed by visit to investment advisors on 16 May. Complete.
11d	March 2012 POLB 12/39	Work in respect of risk appetite and the financial impact of various pensions options to be deferred, after input from Virginia Holmes.	Susan Crichton	Following initial meeting with Virginia Holmes on the 16 th May, follow on meeting for the wider pension team being organised in June
11e	March 2012 POLB 12/39	Martin Lacey to circulate a paper to the Board detailing the proposal that RM is considering regarding a lump sum contribution to the RMSEPP Trustees.	Martin Lacey	Negotiations continuing – no firm proposals for POL Board as yet.