



evolve, with Drop & Collect (D&C) numbers now at 267. A further [IRRELEVANT] of annualised savings were achieved in April by replacing branches receiving exceptional remuneration, taking the total to [IRRELEVANT] pa since the programme started in October. We have also realised over [IRRELEVANT] of annualised savings in fixed remuneration from Outreach efficiencies.

23. Plans for the re-launch of the DMB programme have been developed. This will consist of [IRRELEVANT] which will be selected from a long list of 30 advertised opportunities. The aim is to complete in financial year 2023/24.
24. Remuneration for May (based on April trading) was [IRRELEVANT] higher than the same period last year – the strongest YoY comparison since July 2022. Alongside stronger relative performance in Mails and the rate increases announced in March, this was boosted by the introduction of the Major Branch Support Payment which will pay out an average of [IRRELEVANT] to 577 branches over the next year (with the costs accrued in 2022/23).

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Back Office Postmaster Service & Support

25. Branch Support Centre (BSC) continues to deliver a strong performance, with 79% of calls answered within 60secs (target 70%) and 97% of all calls answered (target 95%) and average wait time of 55 secs. Capacity in the BSC is being utilised to call Postmasters who have recently used the review and dispute button. Whilst successful in collecting discrepancy information, we are likely to see an increase in the number of open investigations due to resource availability.
26. Work has started on creating an action plan to reduce the volume and value of branch discrepancies, collating outputs from both the stakeholder immersion day and EY review. This will be managed as a project and progress reported regularly to GE. This discrepancy action plan will also support the Retail Path Clearing agenda.
27. The FY23/24 Branch Activity Plan and the governance process to keep it up to date has been cascaded to the SLG. The activity plan will be used to assess both branch and field team capacity, and ensure the activity is fit to land and has a robust communication plan. This will ensure change lands right first time, allowing branches to focus on driving performance.

Postmaster Engagement

28. The annual Postmaster Research survey is complete. 1642 Postmasters completed the survey, c.22% of our independent Postmaster population and a significant increase on last year, demonstrating improving levels of engagement and providing a robust data sample size.
29. In terms of the relationship between Post Office and Postmasters, 34% of respondents felt like a valued and equal business partner (down from 43% last year), while only 40% of those surveyed feel well supported by Post Office (down from 54%). This sentiment follows through to our 'trust' metrics, with a 12% reduction in those who feel that Post Office are genuinely trying to improve the relationship, and a 9% reduction in those who feel that we interact in a purposeful and engaging way. There is no doubt that external factors and trading conditions influenced the scores, as well as the action taken by the Voice of Postmaster group over the first weekend of the survey, asking members to score negatively. If we remove data from that period, results improve by 2-3% across the board.
30. The results of the survey were communicated to Postmasters at the annual Postmaster Conference on 11th May in Glasgow and at the NFSP conference on 15th May in Stratford Upon Avon. Both events provided an opportunity to engage with Postmasters face-to-face and it is clear to see that branch profitability is a key driver

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