

From: Angela Van-Den-Bogerd[/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=ANGELA.VAN DEN BOGE1C5FCF7-2672-42D9-B324-4EA8D2814853]
Sent: Fri 09/05/2014 9:39:19 AM (UTC)
To: Sharon Bull [REDACTED] **GRO** [REDACTED] Ian Kennedy1 [REDACTED] **GRO** [REDACTED]; Alison Thompson [REDACTED] **GRO** [REDACTED]; Kevin Gilliland [REDACTED] **GRO** [REDACTED]
Cc: Gayle A Peacock [REDACTED] **GRO** [REDACTED]
Subject: RE: Branch Support Programme - Business Case - Request for Concurrence by lunchtime Thursday 8th May

Ian,

Thanks for your comments. I agree that there are synergies to be had from BSP aligning very closely with NTP and as we discussed on Tuesday if NTP funding can be used to finance the CRM cost and the PMO function then that makes perfect sense. However given that BSP was initially established as a direct response to the claims cited in the Second Sight Interim report and the subsequent claims from the Mediation Scheme cases there is a need for BSP to have its own identity and not be consumed within NTP. Therefore 'aligning with' rather than 'incorporating into' is more appropriate in this instance.

Kevin - In terms of the detail of the paper presented to POLIC next week are you happy with leaving the request as it currently is (£3.6m plus £4m redundancy costs) but annotating within the paper that there is an opportunity for NTP to pick up some of the costs, the extent of this will be confirmed following further analysis of the alignment potential of BSP and NTP. Please confirm as the paper needs to be submitted later today.

Thanks,
Angela

Angela Van Den Bogerd | Head of Partnerships



148 Old Street, LONDON, EC1V 9HQ



GRO [REDACTED] Mobex: [REDACTED] **GRO** [REDACTED]



GRO [REDACTED]



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From: Sharon Bull
Sent: 07 May 2014 08:51
To: Ian Kennedy1; Alison Thompson; Kevin Gilliland; Angela Van-Den-Bogerd
Subject: RE: Branch Support Programme - Business Case - Request for Concurrence by lunchtime Thursday 8th May

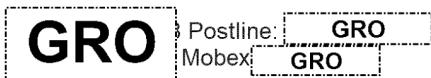
Ian,

Absolutely agree on funding point. Incorporating into NTP makes complete sense.

Sharon

Sharon Bull | Head of Network Finance

148 Old Street, London, EC1V 9HQ



GRO



From: Ian Kennedy1
Sent: 07 May 2014 08:36
To: Sharon Bull; Alison Thompson; Kevin Gilliland; Angela Van-Den-Bogerd
Subject: RE: Branch Support Programme - Business Case - Request for Concurrence by lunchtime Thursday 8th May

Angela.

Thank you for the paper which I have reviewed, and support in terms of its scope. I do have some key comments below however that should be considered during the approval process:

1. This business case has significant overlap with the NT programme objectives, particularly with regards to our benefits realisation under this programme (Benefit 2,3,4 below):

Maps to strategic objective	Top Five 2010 NT Principles *
G1,G2,G3, S5	NT1: Maintain geographic accessibility, network size, capabilities and social value for the benefit of customers Grow the network to 12,000 by March 2015.

S2,S3	NT2: Undertake a network modernisation programme to ensure customers can access services through channels that meet their needs and expectations. Improve our customer focus in line with our push to become more of a retailer.
S1,S4	NT3: Create branch models that are profitable for Post Office and for Agents.
S4	NT4: Create a flexible and resilient network with low fixed costs base and remove the right to compensation on exit.
S2,S4,S5,G3	NT5: Manage the transition from the current network structure to one that is fit for purpose and cost effective in a smooth, customer oriented way which compensates agents appropriately, minimises adverse public opinion and which takes account of local community views.

In the coming months the NT programme will be refocused with the objective of defining (in conjunction with the People and Commercial Directorates) the end state requirements for both Customer and SPM service levels. The programme will then embark on two integrated projects with Commercial and People to deliver an uplift in these two areas as part of the transformation programme – this will further increase the overlap between NT and the Branch Support Programme.

2. I have two immediate thoughts which I would like to explore:

Funding:

(a). Why can this investment not be met from NT Funds since almost all activities relate to delivering benefits 2,3 & 4 above?

In my opinion they are needed as part of the Network Transformation (and the programme management activities thereof) and therefore we ought to be able to utilise NT fund for this activity – indeed I have an efficiency improvement budget within the 2014/15 allocation which would cover this work.

PMO:

Irrespective of where funding comes from, the PMO requirements should be met from the Integrated PMO function I am currently working up. This would save the business case some money and tightly integrate the work streams, leading to further management savings and reduction in bureaucracy.

CRM:

There is a critical need for an agency network CRM system (and a network operational support capability). I have currently completed a prototype CRM system and intend to move to an implementation across the Multiples Team (cost is circa £120K). If successful a programme wide roll out will then be formally scoped / and implemented for the NT programme - and would incorporate the case management and support functionality indicated in this business case.

The cost to the programme would be neutral as I would leverage significant programme implementation savings

(through reduction and improvement in process and in information management) which I intend to use for the model profitability work stream currently being worked up. It would also position us well to deploy the CRM to the entire company in due course along POL to benefit in the longer term.

This proposed CRM should be joined with you proposal and NT can pick up the cost.

Happy to discuss in further detail but I see significant opportunity to join up here and it would be a missed opportunity if we did not explore that.

Regards
Ian

From: Gayle A Peacock
Sent: 02 May 2014 16:18
To: Sharon Bull; John M Scott; Rod Ismay; Lesley J Sewell; Paul M Brown; Ian Kennedy1; David Mason; Brian Deveney; Craig Tuthill; Rodric Williams; sarah.malone; Michael A Brown
Cc: Kevin Gilliland; Angela Van-Den-Bogerd; Anne Allaker; Peter Prior-Mills
Subject: Branch Support Programme - Business Case - Request for Concurrence by lunchtime Thursday 8th May

Hello all

Please find attached the business case for the Branch Support Programme which Kevin has reviewed and agreed can be circulated for wider concurrence. The plan is to present the case to the POLIC on the 16th May.

I would be extremely grateful if you could review and provide any comments/feedback and concurrence by midday on Thursday 8th May. Some of you may have reviewed the initial case which was circulated at the end of March. The content has been changed to incorporate your feedback and include more detail on the delivery of the benefits.

If you have any questions in the meantime, please do not hesitate to contact me.

Have a great bank holiday weekend.

Thanks

Gayle

Gayle Peacock | Branch Support Programme

c/o Branch Standards Team, 2nd Floor, The Markets, 6-16 New York Street, Leeds, LS2 7DZ

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