



Angela's Team Meeting

Wednesday 10 December & Thursday 11 December 2014
Ty Brwydran, Atlantic Close, Swansea SA7 9FP

Attendees:

Angela Van Den Bogerd, Shirley Hailstones, Kath Alexander, Craig Tuthill, Anne Allaker, Peter Prior-Mills, Dave Ireland, Anita Bravata,

Day 1 – Wednesday 10 December 2014. Start 12:30pm

Day 2 – Thursday 11 December 2014. Finish 1:00pm

Meeting purpose

To consider the improvement opportunities from the Scheme; Second Sight's Thematic Issues; and the individual case investigations with a view to incorporating into the Branch Support Programme which is tasked with improving the effectiveness and efficiency of the support we provide to our branch operators in the running of their post offices.

Agenda – whilst the focus is on three core areas a fluid discussion would be beneficial hence no individual agenda items.

Mediation Scheme	To ensure we have considered each of the SS thematic issues and addressed the issue and where appropriate put policy and/or process improvements in place.
Case investigations	To ensure we have identified the learnings from the case investigations and where appropriate put policy and/or process improvements in place. Performance opportunities to be articulated and feedback to individuals/teams.
Branch Support Programme	To ensure that any learnings and improvement opportunities are captured and considered and implemented as part of BSP. Opportunities that are not implemented before the end of March 2015 when BSP closes to be formally baton-passed to business owners for completion from April 2015.