



Outlet Field Support Team

***HYS Issues and
Updates***

2007 – 2008



Outlet Field Support Team HYS 2007 – 2008 Update

ISSUE	DETAIL	ACTION	Resolved or Answer given
1. Horizon Training Kit in CTO's 1b. Horizon Help Desk	<p>Engineer's not familiar with Training Kit and replacement parts for "live " system being brought unnecessarily</p> <p>Horizon Help Desk have trouble locating CTO's on their computer system</p>	<p>Proposed group of trainers to be trained on problems with Training Kit, they can be contacted in first instance for resolution. Chris Fayers may have "workarounds" for potential problems .Update .Sandra Lewis discussing problems with Fijitsu. E Mail sent by Sandra to whole team asking for specific feedback on past instances.</p> <p>When contacting Horizon Helpdesk with a system fault trainers to emphasise the need for the advisor to key in full 7 digit code</p>	<p>Anita Completed</p> <p>Completed</p>
2. Condition of Outlets	Offices left in poor state of cleanliness and order prior to transfer.	<p>In offices that have a pre-transfer visit, BDM to do a check of the office before transfer and re-emphasise the need to leave the office in good order.</p> <p>Update Please flag up any individual instances</p>	Pete Completed

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		<p>where there is an issue when we attend, to be flagged back through your line manager to outlet intervention team.</p> <p>OFS to delay the transfer by 1-2 days if necessary if H&S issues are serious or due to the state of the office this will impede the training. All issues to be discussed with line manager.</p> <p>A pro forma to be issued to outgoing SPM 2 weeks prior to transfer to check office is in good order (stores etc)</p>	
3. Refurbishment of Office still Undergoing during Training Period	Workmen still finishing off refurbishment on 1 st day of training	<p>Risk Assessment to be completed by OFSA</p> <p>Can the Opening of the office be delayed</p> <p>All onsite trainers to keep risk assessment form on hand</p> <p>Update.</p> <p>Electronic Risk Assessment Form and process to follow has now been sent to all OFSA's</p>	Completed
4.Watford CTO – Exit problems	Problems exiting the building after 5pm due to swipe facility on external door. This is impacting on training time	<p>CTO needs to have its own swipe card in order to operate the exit door as and when required.</p> <p>Any CTO issues to be raised by CTO</p>	Simon Completed

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		<p>owner (Manager or Lead Team member) as they arise.</p> <p>Update Simon Grant to meet with security team to agree solution.</p> <p>Final Update Reception hours are still 9-5. It is common practice to leave up until 6pm via reception but you have to wait for an existing member of staff to leave to utilise swipe facility. More practical solution would be to leave via RM entrance, no swipe card necessary, and car park barrier still in operation at these times.</p>	
5. Toilet and Kitchen cleanliness @ Ilford	Toilets not cleaned and fridge requires cleaning	Michael has solved these problems locally	Completed
6. Having to make contact on last day of annual	Some trainers have been instructed to phone/RAS in on last day of annual leave to check	Any annual leave lasting more than 5 days where possible have a WFH day scheduled when	Completed

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leave to check schedule alterations	for any alterations to their schedule made by the co coordinators in their absence	team member resumes. Only in exceptional circumstances should schedule change and OFS in Salford to leave voicemail on mobile if this is the case. Update. Having an extra day added after Annual Leave is discretionary and shouldn't be viewed as policy. Trainers are not required to phone Salford whilst on annual leave	
7.T&S Issues	Why do POL pay 40p per mile for 5000 miles instead of 10000 and why do Royal Mail business unit have more favourable T&S rates	The issue of T&S payments are unable to be progressed on the local HYS action plan. The forum for these types of issues is 'Ask Alan' via email.	Completed
8. Training Needs Form	Feedback from meeting suggests the form is still inadequate. Details such as office transactions, or alternative contact details for incoming are missing	Jeanette is already working on the form with a BDM and would welcome feedback and ideas from everyone in the team. The form is being updated. Update Jeanette has now left the team; Pete has e mailed wider team for examples. Final Update New TRF now been produced	Pete Completed
9.Bank Of Ireland	Concerns over the lack of training	Currently being looked at by OSCG to get	Completed

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ATM's	given to SPM's at installation for day to day use and balancing	accurate operating instructions for all ATM's in the network. Update Operating Instructions for ATM's now appear on the online brief	
10.ONCH Targets in Office	No existing or new ONCH targets available in office during training period to refer to.	Advice on cash holdings for individual offices should be available from the Cash Support Team via Irrelevant Update. No cash holding targets exist anymore, superseded by Planned Orders. Cash Support team can still be contacted for any advice	Completed
11. How far do we have to go to ensure compliances are in place and how much time do we devote to this?	.A suggestion was made that we check and ensure all compliances are carried out as per the Audit team requirements as well as our own	We currently cover what we (OFS) are responsible for (if unclear the brief covers our responsibilities). Other compliances could be covered in up and coming Post Transfer Visits (these are being worked on and will be issued in due course)	Completed
12 .OFS Team	Are the OFS Team Standards	This could not be discussed as we required	

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Standards	agreed by the CWU	which specific area of the standards was being referred to Update. All Standards were being referred to but Team standards are not in conflict with our existing terms and conditions so therefore haven't been passed via the CWU	Completed
14. Buy Out of Saturday Attendance	The Saturday Attendance is now being stopped, how will it affect the OFS team?	This issue is currently being addressed by the Lead Team, awaiting feedback. Update Sat allowance has not currently changed for the OFSA's	Completed
15. London Weighting for Admin Grades	This was discussed , how are the affected people in the team going to be compensated	This issue is currently being addressed by the Lead Team, awaiting feedback. Update No decision has been made on this yet. The business has not looked at this for Crown Office staff yet either, further information to be cascaded in due course	Completed
16. Re-openings/Re-locations	The training period can be impacted upon due to the issues that surround a re opening or re location and the SPM can lose out	After discussion it was agreed the OFSA has to assess the need on an individual basis and make a judgement as to whether an extra day has to be added on to the	Completed

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	on his training time	training period.	
17.HYS Rep	No current rep for temp trainers recruited for WHSmith conversions.	Anita will progress with Simon. Update. Sharon Turner now to represent temp. trainers	Anita Completed
18.Communication for temp trainers	Lack of team communication within the WHSmith trainers as they have no laptops and only some have personal e mail addresses	Anita to discuss with Stuart how the laptop situation will be progressed. Update. Laptops have now been ordered and delivered for all new team members	Anita Completed
19.Audit responsibility	Audit team left message for OFSA to complete balance after lottery figures had been taken from system, then roll over office. Written message left , no call	Alan to progress with Gary re feedback process for OFSA and Audit that is currently being worked on. Update. The practice of OFSA rolling over the stock at a transfer, after final lottery figures have been added, is general practice throughout the country but shouldn't occur , without discussion at Trading period end as that is the responsibility of the outgoing agent.	Alan Completed
20.OFSA Job Description	Job Description required to explain OFSA role	Pete to progress. Update Job description now included on Toolkit	Pete Completed

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21.Spare cables	RAS and Power cable for CTO's to ease use of laptops	<p>Toby to progress via e mail to wider team to find out if any spares.</p> <p>Update Communication sent by Wendy to all OFSL asking them to deal with this locally as everyone's needs could be different. Some CTO's have the LAN and some have existing spare cables that can be utilised</p>	Completed
22.WHSMith Travel Time	Can any travel time after 530pm be paid as per Sunday travel arrangements or Sat Attendance payment extended to cover same period	<p>Update Excess hours were reduced via the buy out option. It is not Post office Policy to pay "extra" other than for Sunday travel</p>	Completed
23.BM Support at WHSMith	Feeling that the role is undervalued (same rate of pay as OFSA). Based on responsibility , allocation of work, supervisory etc.	<p>Wendy to progress with Julia/Lead team.</p> <p>Update No plans to review the BM support role. All roles within the business change. The role is different to that of the support role but originally trainers were</p>	Wendy Completed

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		asked if they wanted to be considered for this role	
24.Car Servicing /Repairs	Can we have a cheaper rate via Royal Mail	<p>This is an old action that there appears to have never been answered fully.</p> <p>Update Never resolved in last years HYS- it was submitted to the then ideas scheme. To be re submitted...</p> <p>Further Update This has been submitted to the Benefits Manager, I will cascade the result when I receive it</p>	Wendy Completed
25.Network Change Jobs	Field Change Advisors have been offered Sat Nav "Link" been given to FCA if more than 30 minutes away from a LAN	<p>Alan to investigate this offer further with Network Change and IT.</p> <p>Update. This was budgeted for as part of the Change project as the team had to visit several branches in a day. This is not part of the OFS budget and is not being considered at this time.</p> <p>Link has been answered via broadband and mobile office question further down</p>	Alan Completed
26.Wireless Link on laptops	Wireless facility has been disabled, better use could be	<p>Pete will investigate and report back.</p> <p>Update</p>	Pete Completed

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	made if we could “enable” for home and hotel use? Is it going to be provided as a tool for the job	Pete has investigated with IT, potential cost problem as all users would have to be issued with Mobile Office	
27.Scheduling for BM Support at WHSmith conversions	Trainers feel a bit aggrieved that they are expected to stay away for four weeks for this training	Much discussion about this in the room, Wendy to take away and pursue with Chris /Julia to see if this can be added to the communication from Salford Update Communication now been forwarded to team explaining how the scheduling takes place and how this situation can be avoided if possible. All anomalies to be flagged up by the individual	Wendy Completed
28.Temp Trainers	No mob. numbers have been included on schedule for the temp trainers	Makes it very difficult to contact and time consuming Anita to pursue Update All temp trainers mobile numbers appear on internal directory	Anita Completed
29.Recognition	For nights spent away at conversions	Wendy to pursue Update There will be no formal recognition as this is seen as part of the role.	Completed
30.Mileage rates	Possible changes by HM Customs for using private cars for business use	Update Mileage claims do not come under the remit of HYS, this forum is not	Completed

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		designed to change business policy, and all answers on this subject have been cascaded to the team on previous occasions. This could be pursued through "Ask Alan" if further action required	
31. Broadband Access	RAS is not effective for Sales/OSG/Salford Downloads	<p>Update. Broadband to be pursued but in the meantime more use made of Delivery offices or LAN sites or Crown Offices. Possible solution to speed things up could be to take ticks off toolkit and download at LAN site later.</p> <p>Further Update. New contract being signed for Mobile Office. Is it viable for LiW is under review</p>	Completed
32.Large Electronic Files	Laptops cannot cope with huge files sent from OSCG and Salford	<p>Communication to be sent to both asking them to "Zip "files before sending to speed up downloads.</p> <p>Update Communication now forwarded All files where possible to be zipped prior to sending in the future</p>	Completed

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33.Conference Calls	Not always convenient to dial in of you are on site	Update If the times of the conference calls are not convenient please raise this with your line manager prior to the call (s) taking place	Completed
34.Credit Cards	Large travel and accommodation bills received during WHSmith roll out	Update Impress facility is available currently for advancement of accommodation costs. Chris will pursue with Finance the possibility of getting credit cards for the team. Further Update No plans to issue Business Credit Cards, full use of the above facility should be made	Completed
35.New Printers	Business under financial constraints, why then expense of new printers?	Ring IT to ask the question? Update. Confirmed with IT there is no extra cost involved in having our printers upgraded as this is built in to the contract	Dave Completed
36.Insurance Cover for Work Travel	Can we be insured for losses whilst on business time?	Update Any reasonable Losses will be considered by the business on a case by case basis	Chris Completed

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37.Memoviews	Memo views are not been sent to team	Business decision to stop but link available to view all messages. Update Memo views are no longer available to view electronically on the Intranet so are now being sent by e mail to the whole team	Wendy Completed
38. Inconsistencies in claims for T&S	Why are there inconsistencies across the patch? Some have it signed off and some don't	Update We should always aim to save money where we can, the amounts quoted on the T&S guidelines are maximums and we should aim to come under that. T&S claims outside the guidelines are paid at Line manager's discretion.	Completed

