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NATIONAL FEDERATION OF SUBPOSTMASTERS

SUMMARY of items covered at the

NEGOTIATING COMMITTEE/POL MEETING

held on 14 April 2015 at the Holiday Inn Camden Lock and 15 April 2015 at Finsbury Dials, London.

Notes of a Negotiating Committee/POL Meeting held on 14 & 15 April 2015

Those present: Mr Ian Park (Chairman)
Mr Andrew Craddock
Mr Keith Richards
Mr Nilesh Joshi
Mr Jim Nott

Various Post Office Limited staff

In attendance: Mr George Thomson General Secretary
Mr David Milner Post Office Liaison & Operations Officer
Mr Mervyn Jones

Pre-meet Tuesday 14 April 2015

1: Network Expansion – Update: GT & IP.

- GT & IP reported on the earlier meeting held with POL and the meeting held last week. NH had agreed that the Network would not be extended in significant terms until April 2016 and following the setting up of a working party to discuss relevant issues. POL would not agree in writing, geographic protection for the current Network but accepted that the working party would base their negotiations on the premise that geographic protection was in place.
- POL had presented a re-worded clause 5.1 which was unacceptable to the NFSP. POL were asked to reintroduce their original clause but were reluctant to do so. POL agreed to amend the re-worded clause.
- In regard to finance, POL had agreed to increase the project specific grant for this financial year to £1 million and pay the operational grant of £1.5 million minus half of the income received from subscription income for the year. POL had agreed to continue to provide check-off until April 2016.
- PB was concerned that POL would not agree geographic protection and felt that control of the Network was the main goal of POL at the cost of our members' investments but pleased with the finance arrangements which would allow the NFSP to challenge the business.
- MJ identified the introduction of the cliff as a further important goal of POL and felt that POL were delaying agreement on the MOU to enable, in part, the business to begin the communication to Subpostmasters on the final stages of NT and the cliff to become a fact on the ground.
- The NC agreed that any attempt by POL to introduce the cliff or network extension without the agreement of the NFSP would be a fundamental difference of opinion and lead to dispute.

2: Network Transformation – Update: MJ.

- MJ provided an update on NT. MJ had recently attended an NT Board meeting which had received the end of year figures. The NT Boards' main concern moving forward was the implementation of the cliff to ensure completion of the programme.
- MJ shared the data with the NC and a discussion took place on the implication to the Network. Apart from 40 Subpostmasters, all those Subpostmasters identified as compulsory leavers had been contacted by POL. Of those contacted, 70 (10%) had refused to agree to leave voluntarily. Two ways to delay the process are to identify exceptional exit costs or seek a model review.
- MJ reported that POL was to contact those branches yet to engage in the NT programme within the next week to try to draw them into the process. The letter will highlight the positive aspects of the programme and hint at the potential withdrawal of core pay. MJ reported that where POL is unable to identify a PNO, the branch can remain on their current contract despite the threat of withdrawal of core pay.
- GT reaffirmed that agreement by the NFSP on the publication of the letter was dependent upon the MoU and Framework Agreement.

3: Security – Update: JS & JB.

Irrelevant

Irrelevant

4: Remuneration rates.

Irrelevant

5: CRM Mystery Shopper.

Irrelevant

6: POL Agenda & Action Points.

7: AOB:

- Items discussed for inclusion in the POL agenda. See POL meeting notes.

NC Meeting with POL Wednesday

1: AOB and Action Points: Stephania.

- Action Points closed and updated as per spreadsheet.

Irrelevant

- The latest compliance test was again delayed and involved utilising Horizon on-line which was causing difficulties especially for single position branches.

Irrelevant

ACTION: SU agreed to respond to all the AOB items.

2: Sales – Update and CRM's: KO.

Irrelevant

3: Marketing – Update: SP.

Irrelevant

Irrelevant

4: Digital – Update: GD.

Irrelevant

5: Security – Norland: Tracey Hacker & CH.

Irrelevant

ACTION: CH & TH agreed to review the OOH service.

6: PO Digital Passport Service – Update: SI & AK.

Irrelevant

Irrelevant

7: Moneygram – Update: RS & CH.

Irrelevant

ACTION: Review the transaction types & volumes after 6 months to inform discussions on a remuneration review and continuation of providing the cheaper services.

ACTION: RS agreed to provide the presentation.

8: ATOS & Horizon – Update: SB.

- SB agreed to provide the ATOS presentation.
- SB confirmed that ComputaCenter had taken over the engineer support of the Horizon hardware in branch. The transfer was pretty smooth with only a few minor technical issues which were easily resolved. Some technical issues had occurred at the weekend and whilst the Horizon service desk responded, the onshore ATOS escalation team were unavailable. SB had sought to plug the gap with a service improvement plan.
- KR asked if Horizon service improvements took place over the weekend as he suspected the system took time to pick up after the weekend. SB responded that if they did, they shouldn't affect the service and asked for any specifics to be fed back.

ACTION: SB agreed to investigate the issue with Fujitsu and seek analysis of the early morning transactions.

9: Pet, Home & Car Insurance - Update: BT & Mike Lowe.

Irrelevant

Irrelevant

10: Remuneration & CTP – Update: CH & AT.

- AT provided a presentation of the on-line remuneration advice following agreement that the remuneration information was confidential.
- POL would continue to provide a paper remuneration advice in exceptional circumstances.
- AT confirmed that the P60 and any expenses due will remain in paper format.
- CH provided analysis of the year-end remuneration.
- CH provided analysis of the Core Tier Payment Review with the number of branches affected.
- CH provided analysis of the Dangerous Goods non-restricted barcoding which indicated the level of abuse. The overpayment of the wage type meant that POL had to introduce measures to change behaviours.
- IP sought the view of an increase in the remuneration for Passport Check & Send following the recent increase. POL were sympathetic to our view but were unable to provide a formal response.

ACTION: POL agreed to include regular reminders to save the data as once a Subpostmaster left the business, access would be denied.

ACTION: CH to provide the next remuneration update for the August NC meeting.

ACTION: CH agreed to discuss various options to amend the non-restricted dangerous goods wage type with the RM product team and write to the NFSP with a proposed resolution.

11: Horizon Outages – Update: NB.

- NB provided a presentation of 10 months data.
- NB had further raw data available on the remuneration and intends to analyse the data and may share that information.

ACTION: NB agreed to provide the presentation.

12: Agency Engagement – Results: AA.

- AA provided a presentation of the Executive Summary of the Postmaster Opinion Survey 2015.

ACTION: AA agreed to provide the presentation.

David Milner

16 April 2015

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