

Post Office Branch User Forum (“the Forum”)

Terms of Reference

Purpose

The purpose of the Branch User Forum is to provide a way for sub-postmasters and others to raise issues and insights around business processes, training and support directly feeding into the organisation’s thinking at the highest level. The forum is a forward looking mechanism to ensure the business processes and approaches are fit for purpose for users and are in keeping with Post Office behaviours and values.

Objectives of the Forum

- To assess issues raised from with the Post Office network; identify appropriate solutions and recommend improvements to rectify the root cause and prevent recurrence of the issue.
- To assess issues raised from Post Office support/central functions; identify appropriate solutions and recommend improvements to rectify the root cause and prevent recurrence of the issue.
- To input into the design of the end to end process for new products and services before launch to the Post Office Network
- To assess improvement suggestions from the Post Office network and support/central function ie “would this work?”

Members

A prerequisite of membership of the Forum is that members are either responsible for the design and/or the delivery of business policy, processes, training and support or are end users of any of these.

The Forum will consist of a core Post Office senior manager population who will refer to a subgroup of POL experts to assess in detail the operational implications of the issues/improvement opportunities. The membership of the subgroup will be determined by the detail of the issue or improvement suggestion. Likewise the frequency of the subgroup meetings will be driven by the flow of issues/improvements into the Forum.

The Forum will consist of/have representatives from:

- Chair – Angela Van Den Bogerd
- IT & Change – Dave Hulbert
- Network – Michael Larkin
- Commercial – Paul Brown
- Spmr population – 4 current serving Spmrs who will also act as conduit for other Spmrs (to include a NFSP rep with recent live experience of running a Post Office)
- Crown population - Counter colleague and a BM or ABM who will also act as conduit for other crown members

The subgroup will consist of lead members from:

- Managed Services – Andy Garner
- Security – John Scott
- Network Services - Craig Tuthill
- Network Operations – Drew McBride
- Finance Service Centre - Rod Ismay
- HRSC - Joe Connor
- Commercial – determined by product/service
- Communication - TBC
- Contact Centres – Amanda Stevens
- Cash services – Doug Brown

Role of the Members

- To be open-minded and objective when considering the issues raised from whatever source.
- To assess the benefit(s) and cost of the potential solutions to the issues raised and make recommendations to the respective Post Office business owner or board as appropriate.
- To have clear ownership of actions arising from the Forum and commitment to deliver within the agreed timescale
- Each issue/improvement opportunity raised is to be allocated to a Forum member who will take responsibility for ensuring conclusion in a timely manner of the issue/improvement opportunity including updating the person who raised it initially.
- To review periodically Branch User Forum terms of reference to ensure fit for purpose

Role of the Chair

- The Chair will report to the Operating Board
- The Chair will sponsor and present board papers as appropriate
- To ensure each Forum member has equal opportunity to contribute to the meetings.
- To maintain a record of the issues/improvements raised and their outcome.
- To provide a monthly progress update to the Post Office Operating Board.

Ways of Working

- Meetings will be chaired by the Chair or other person nominated by the Chair.
- The Forum will initially meet once a month to discuss new issues/improvements raised; update on progress on existing issues/improvements and agree next steps.
- As the Forum becomes embedded in business as usual the frequency will probably move to quarterly/6 monthly dependent on business need as determined by the Forum. The overriding consideration is that the Forum needs to be responsive to business change and consequently ad-hoc meetings may be required.
- The Forum will on a quarterly basis meet within the Regions to ensure ease of access for users and the raisers of issues/improvements to contribute to the discussion of the Forum. The quarterly Forums will be led by an ExCo member. (As per previous bullet this may move to 6 monthly Forum meetings in the regions)
- The issues/improvements raised will be confidential to the Members of the Forum and the subgroup until the Forum formally agrees otherwise.
- Where a Forum member is unable to attend a meeting they will send a suitable representative fully empowered on their behalf.

Decision making

- The Forum as an entity has no decision making powers
- The Forum will via the Chair make recommendations (with a business case if required) to the Operating Board; ExCo and Post Office Board as appropriate

Funding

- The Forum shall have access to a discretionary budget of £tbc to ensure quick wins are able to be realised in a timely manner. The Chair will be budget holder.
- Hospitality and travelling expenses budget of £5k pa will be required for the quarterly regionalised meetings.