

## SHEX POL TEAM PLANNER

<u>Owner</u>	<u>Topic</u>	<u>Last updated</u>	<u>Last RAG</u>	<u>This RAG</u>	<u>Next steps</u>
<b>Overall Issues</b>					
Will	POL Governance and remuneration	5/7/2013	Amber	Amber	<p>13/14 STIP and LTIP proposals have been sent across. Some changes in the metrics (eg introduction of engagement index and "easy to do business with") for the STIP. NTP target is low (3,000) and also based on contracts signed. Jo Swinson also keen to see introduction of personal objective around development of mutualisation. LTIP would pay out in March 2016 so no NTP gateway proposed - query if appropriate. 12/13 total comp payouts confirmed for PV at £697,723 and for CD at £407,582. Payments made in end-June salaries.</p> <p>Discussions re shape and function of RMH post RM sale planned for wc 1 July. RMH expected to be renamed "Postal Services holding Company" and directors are likely to be civil servants. Discussion with POL re functions it can provide on behalf of RMH (eg accounts, tax) is required.</p>
Tim	Strategy Development	19/7/2013	Red	Red	Next steps to be worked up with POL re. implementation approach. Also need to agree on approach with BIS Finance to liaising with HMT around funding options and to develop ideas around phasing / tapering compensation. Discussions with NFSP ongoing. KPMG session with NFSP on hold.
Tim	Business Plan & annual report	19/7/2013	Red	Red	Timing of annual report publication to be aligned with earlier of RM annual report and POL funding announcement.
Tim	Financial monitoring	19/7/2013	Red	Amber	Seeking further clarification on P2 numbers around changes in presentation.
Tim	State Aid	19/7/2013	Green	Green	Follow up to Commission after recent call on PayPoint concern. Waiting to hear a response.
Tim	Mutualisation	19/7/2013	Red	Red	Timetable shared with BIS and Jo Swinson. Public engagement activities being developed and need to liaise with POL / Truth to understand more detail around plans and potential role for BIS engagement activities. Initial meetings with Stakeholder Forum members now confirmed.
Tim	Separation	19/7/2013	Amber	Red	POL working up a proposal around managing RMH going forward (e.g. services, resourcing and pricing).
Tim	Investment Review	19/7/2013	Green	Green	None
<b>Revenue</b>					
<b>Financial services</b>					
Katrina/Jai	Financial services: PO Bank accounts	19/7/2013	Green	Green	<p>Project on the introduction of bank accounts (basic, premium and current) 13 May launch. 39 branches across East Anglia at which the new product will be piloted. The list included 16 Crowns (none proposed for franchising), 2 WH Smith (previous Crown franchises - 1 in Chelmsford Simon Burns) and 4 on-site conversions under NT. Launch was Crown branch in Castle Mall, Norwich (Simon Wright's constituency). Partner banks reactions' generally ok provided that PO do not do a hard sell in branches. Reasonably balanced press coverage overall of PO current accounts - all dailies highlighted that Control Account comes with a £5 fee per month. 2000 customers had initially registered interest. Press coverage good since then and around half of MPs in area had opened account (incl JS). Mtg KL/Nick Kennett 26/6 - some 600 applications to date and split is 15% (control)/75% standard/10% packaged which was much as expected. 19/7 c800 applications, 400 accounts opened: on target although openings below target for of 1500 by November but early days. ShEx to monitor progress of pilot. POL to continue to manage future comms and stakeholder management carefully.</p>
Katrina/Jai	Financial services –	19/7/2013	Green	Green	Vince Cable written to Ana Botin (UK CEO) requesting that Santander agree to allow access to all of

	general banking				their current accounts through the post office - also Vince phonecall where Santander committed to looking at this again. Nick has advised to hold off on Vince lever for now saying that slow and steady progress being made on discussions. Mtg 26/6 KL/Nick Kennett who set out progress on financial services overall who stressed their main priorities were to upskill staff, develop know your customer capacity, exploit potential for cross-selling and ensure strong cadre of financial specialists to sell highly regulated products (eg mortgages). As KPMG report points out, one constraint will be the physical space to conduct FS meetings with customers.
Katrina	NS & I	19/7/13	Green	Amber	Payment mechanism for the £7m grant payment from BIS to NS&I is due on 1 March 2014. The new payments system is not yet operational, and possibly won't be until the summer. Have been in contact with NS&I and BIS Finance on timings, and are awaiting responses. Watching brief to be maintained on the volume of NS&I sales, which are running ahead of plan, likely to be withdrawn 2014. Still awaiting a response on payment mechanism from NS&I - not yet an issue, but complete lack of engagement of slight concern. KL/Kennett meeting 26/6, Kennett would confirm projections on when PBs would run out and Henk is doing planning on comms process for this – agreed that BIS/POL/HMT need to liaise on timing and handling. Worth noting that PBs are only available in 700 branches and then only if you positively ask so they are not a high-profile product.
Katrina/Tim	Other financial services	19/7/2013	Amber	Amber	Spoken to Sue Barton / Chris Day on opportunities for SME lending through Bol and Business Bank. To be followed up once conversations have taken place within POL. Bol recent announcement re. withdrawal from UK business banking – internal comms has been dealt with (i.e. no advice going to SoS). POL stress it does not impact on their plans for SME business banking.
Katrina/Jai	Credit unions	19/7/2013	Green	Green	ABCUL successful bidder in April to deliver CUEP. POL (John Dineen) holding early discussions with ABCUL re back office platform for CUs that would link to the Post Office - but they will need to reach an agreement that works commercially and operationally for both sides, and that will be compatible with the development of the post office's own financial services strategy. BIS continuing to monitor progress with DWP and POL - politically there is desire for CUs to link with POs. Katrina attended APPG/Abcul drinks on 4/7 – speakers included Lord McFall, member of Parly Commission on Banking Standards and Lord Kennedy, Vice Chair, APPG on Credit Unions. Lots of fine words about how credit unions offer much better alternative to bad banks and importance of helping financially excluded and avoiding the exploitation of payday lenders. Useful meeting with BIS banking reform lead . Next steps: Jai inviting John Dineen to KL next catch up with Kevin Seller and also to put on agenda (and fix) next catch up with Nick Kennett
<b>Revenue</b>	<b>Government services</b>				
Katrina /Tim	POCA & universal credit	19/7/2013	Red	Amber	POCA model complete – time to be arranged with ShEx POL team to go through scenarios. DWP's opening SR position was to close POCA contract in 2015. Following advice fm HMT to CST, submission to Jo, mtgs with ShEx / BIS Finance and DWP and POL, DWP withdrew proposal from SR. DWP now wants to close POCA to new users in 2014 (and IDS wrote to Vince 17/6 to suggest this) but recognises that ending contract in 2015 might not be practical. Vince and JS amended reply to IDS to strengthen opposition to 2014 closure to new users and importance of viable alternatives Firm encouragement of POL to develop alternative scenarios, Need to follow up and ensure momentum in DWP discussions and modelling is taking place. Our dialogue with HMT and DWP also needs to be maintained. Next steps: Will coffee Philip Orumwense and also KL fix mtg Will/Simon Tse and KL talking to POL about their next mtgs with DWP incl how to present research results to DWP. Useful mtg POL/Iean Griffith/KL with Howard Shippee on UC – setting out what POL can offer in terms of identity management – agreed POL would follow up with Howard's deputy – Dominic Rankin.

Katrina	DVLA/HO (incl UKVI/HMPO) esp DVLA cross-government FOCS contract	19/7/13	Green	Amber	DVLA called meeting of policy officials and directors from HMPO, UKVI, etc on 18 December who will form the basis of the group POL can leverage the contract with. Concerns were expressed about POL capability to deliver quality services. . Meeting with Colin Dingwall, CO Voter Registration Programme who confirmed that he is planning to use the DVLA framework and wants to meet POL in September (Kevin following up). DVLA framework steering board met 17 July. HMPO now pressing ahead – contracts due Sept 13 with further options Oct/Nov . Capacity issues raised and also performance on PO opening hours for DVLA contract. New team in DVLA who plan to novate the FOCS contract to GPS in next 2 mths and will report back at next meeting: danger is whether GPS then promote it or dump it!. . KL briefing HMT and (unless problem can be resolved) arranging meeting senior officials DVLA/GDS/BIS to see if way forward can be agreed that ensures cost-effective use of DVLA framework whilst also delivering results for GDS. DVLA NI currently consulting on expansion of services in NI Post Offices FOCS framework shortlisted for chartered institute procurement award – decision on 11 Sept.
Katrina/Peter	Govt services – other	19/7/13	Amber	Amber	Need to followup with GS team around Police work given conversation with Gordon Rose at the edges of the Assisted Digital session. Indicated that scope for service provision was limited now they have "kicked the tyres" - this might have a broader impact on POL's strategy where Police work plays a role Waiting response from DWP who have suggested that Tell Us Once change of address might be piloted via POL. <i>Nice little launch of the CLG/POL Community Enterprise Fund, and agreement that BIS shall sit on the judging panel – neither POL nor CLG has any plans for a follow up fund though.</i>
Katrina/Peter	Local authorities	19/7/13	Green	Green	Joint report published on 13 March. Policy moved from implementation to monitoring. Consumer Focus report published on 20 May, reasonably positive, but absolutely zero coverage. Strategy meeting with Gordon Rose on 29 April - set out POL's retreat from overt engagement. Michael Moore requested meeting with PV to discuss Scotland. William Barker (DCLG digital strategy) wants to meet BIS to discuss POL – mtg fixed for 29 July.
Katrina	Assisted Digital	19/7/13	Amber	Amber	Attended Market Engagement and AD prog board in June. Progress slow. GDS wary of DVLA framework as opportunity for assisted digital. Next prog board 19 July: GDS holding workshop with depts. On 25 July to develop prototype procurement (but Rebecca has Not Had Time to read the FOCS framework papers sent to her by DVLA yet.... Next AD meeting on 8 Aug will discuss procurement. . Next steps: further mtg/catch up Rebecca Kemp Also arranging mtg Gordon Rose (POL) to discuss BIS exemplar services.
Katrina	IDA programme	19/7/13	Amber	Amber	Work on IDA Still slow to get off the ground with HMRC continuing to lead the charge. IDA currently only at level 2 (ie no biometrics). Next round of contracts July. PEX mtg 9 July attended by David Willetts for BIS – HO officials and we express concern re security aspects of paper (which places stronger emphasis on privacy than fraud reduction). Contracts offered to all 8 providers but POL (and others) concerned at poor quality of contract and lack of commercial viability. Briefing to JS next wk once results of this bidding round known.
<b>Revenue</b>	<b>Mails etc</b>				
Katrina		19/7/2013	Green	Green	Important to drive growth through expended opening hours (which depends on progress of NTP), services for SMEs, click and collect etc
<b>Revenue</b>	<b>Phone, broadband etc</b>				
Katrina		19/7/2013	Amber	Amber	Growth in telecoms and home broadband expected from increased cross-selling. Natural extension from e-top-ups and bill payment. However not clear whether growth projections will materialise esp in very price-sensitive market.

						Contract with POL and National Express becomes known to BIS only through note from National Express to JS' office – suggest Will raises with Paula at next catch up.
<b>Network issues</b>						
Mike	Network transformation	29/07/2013	Red	Red		Continuing discussions with POL and Ministers on proposed move to mandated programme and other options in preparation for VC/JS meeting with POL on 11 July. Continuing to liaise closely with POL on approach and preparation for this meeting. Further POL all day sessions with NFSP last week. POL/SoS/JS meeting on 11 July went well. Further meeting with Ministers on 17 July brought them on board with POL strategy conditional on NFSP buy-in, balancing the funding equation and close attention to implementation. POL making progress (slow) and still in discussion/negotiation with NFSP. Next session 31 July
Mike	Crown Transformation	29/07/2013	Amber	Amber		8th strike (half day) on 17 July. 221 out of 370 stayed open. POL continuing to hold the line. Full day strike 29 July. CTP update with POL on 25 July.
Mike/Peter	Local rates on ATMs	29/07/2013	Amber	Amber		POL detailed response to VOA submitted 21 June. Continuing to argue that POL exemption remains valid under Stringer. Likely to require test case to resolve.
Mike/Peter	Horizon and JFSA	29/07/2013	Amber	Amber		2 <sup>nd</sup> sight report on 4 cases examined in detail scheduled for 8 July. Report is heavily subjective, and poorly written, and although it finds no systemic issues with Horizon, is critical of POL's training & support. Media reports mainly misleading but quick media death. Oral statement to HoC on 9 July. JFSA expressing concern about timescale and process for completing the review of the 47 cases in the 2 <sup>nd</sup> Sight pipeline and handling of a further 100+ cases notified including new ones being raised. Meeting with POL 30 July to discuss way fwd.
<b>Stakeholders</b>						
Mike	NFSP and CWU	19/07/2013	Red	Red		Following JS meeting NFSP and POL continuing to meet to try to identify a basis for NFSP support for move to mandated NTP on an affordable basis. POL report useful sessions with NFSP on financial and other constraints on re-jigging NTP package. Further POL/NFSP meetings last week. POL report progress but still not reached a deal Ministerial agreement to strategy should now expedite. Next meeting 31 July. Meeting with MF and JS fixed for 12 Aug at GT request. CWU looking to broaden the scale of action on Crowns and pay by linking with wider anti RM privatisation campaign.
Mike	Consumer focus & other stakeholders	19/07/2013	Green	Green		No problematic issues. Catch up meeting on 8 July. Further meeting scheduled for late Aug.
Peter	Parliamentary	29/07/2013	Green	Green		APPG request for Jo to attend a meeting, dates agreed for 10 Oct. Annual network report to laid on 18 July – no proactive press. Copies shared with Das, Defra and CF. Debate on postal services due on 2 Sept, called by Katy Clark and Mike Weir. SG leading on briefing.
Peter	Correspondence & PQs	29/07/2013	Green	Green		Over 700 Crown postcards received, CDU to only reply to first fifty cards from each branch. BAU correspondence remains relatively low – c.10 outstanding cases. Move from Lynx to eCase system starts today.
Jai	Media monitoring	19/7/2013	Green	Green		A)PO Crown Network strikes - CWU announced 9th strike re pay and franchising proposals to take place 29 <sup>th</sup> July. Minimal press coverage since last half day strike on 17th July (when 58% Crowns remained open) (B) Some regional stories with positive NTP coverage continues (Somerset) (C) Some continue d coverage of subpostmasters "sacked, sued, jailed" over shortfalls showing up on PO Horizon system. Little acknowledgement that investigation report found no evidence of system problems. (D) Wide coverage of RM privatisation as one of the "Government's biggest privatisation plans in decades, valuing the company at an estimated £2.5bn". Some links trying to be made by press between RM and

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