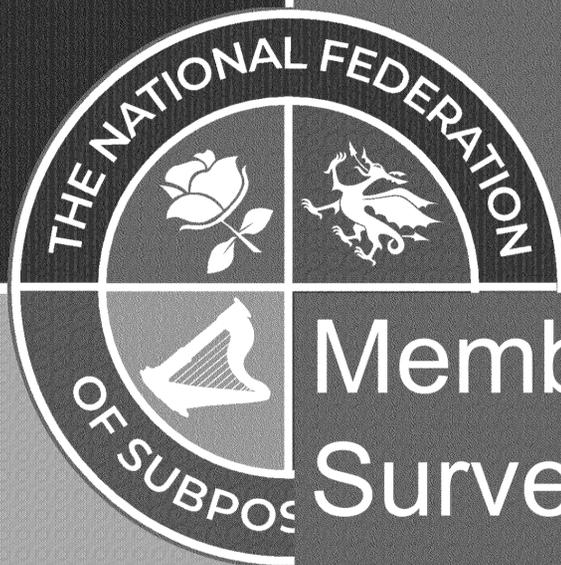


Public Affairs Board Report

March 2024

9-10
October 2023

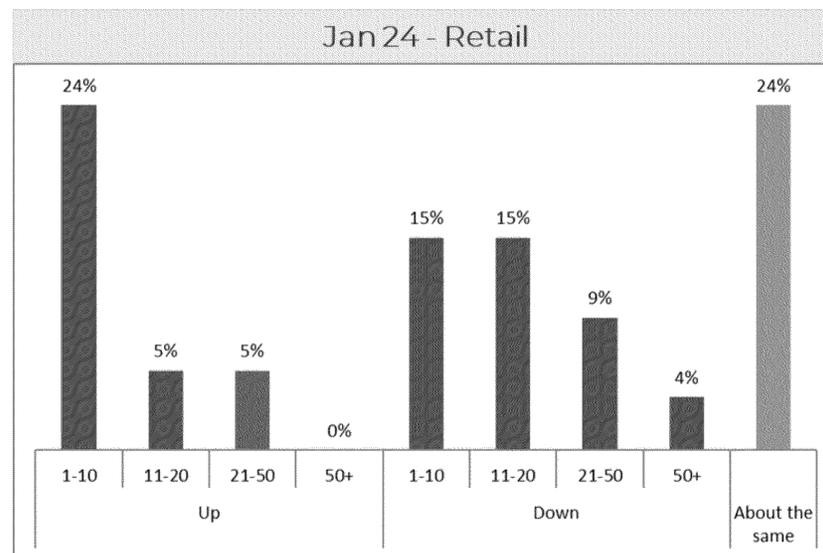
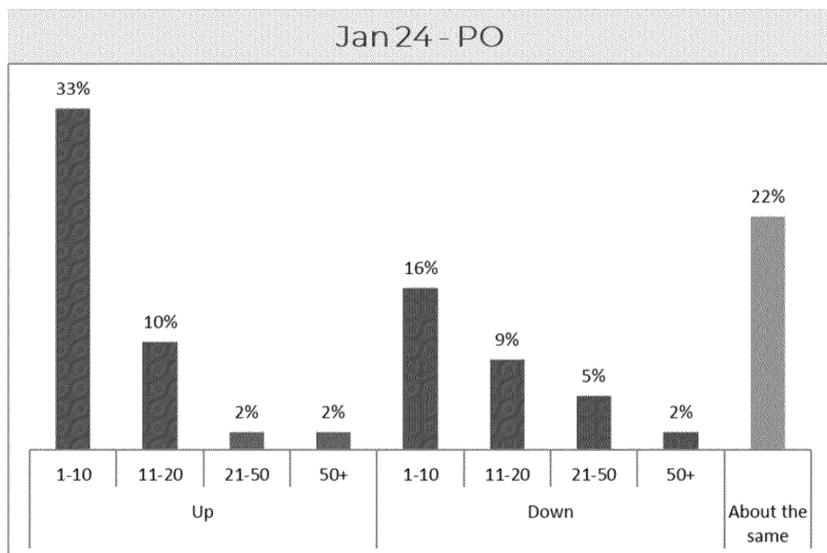




Member Remuneration Survey Findings

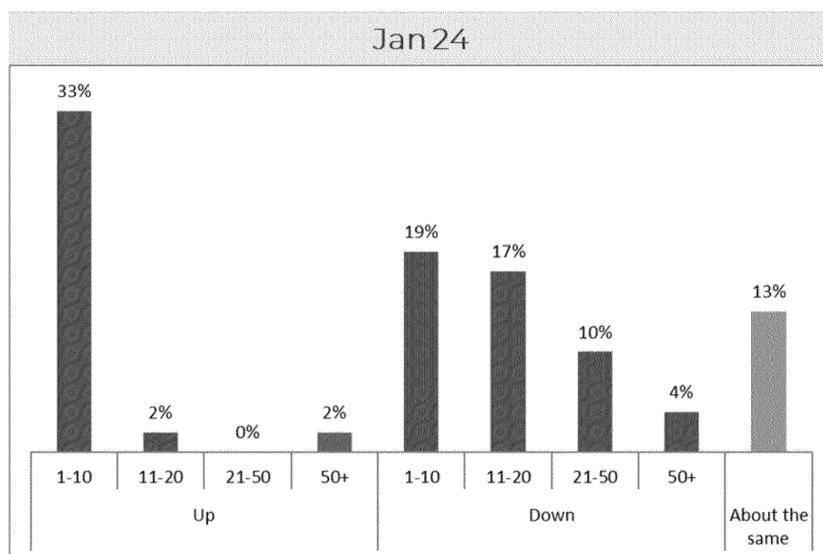


PO Remuneration in Comparison to 2023



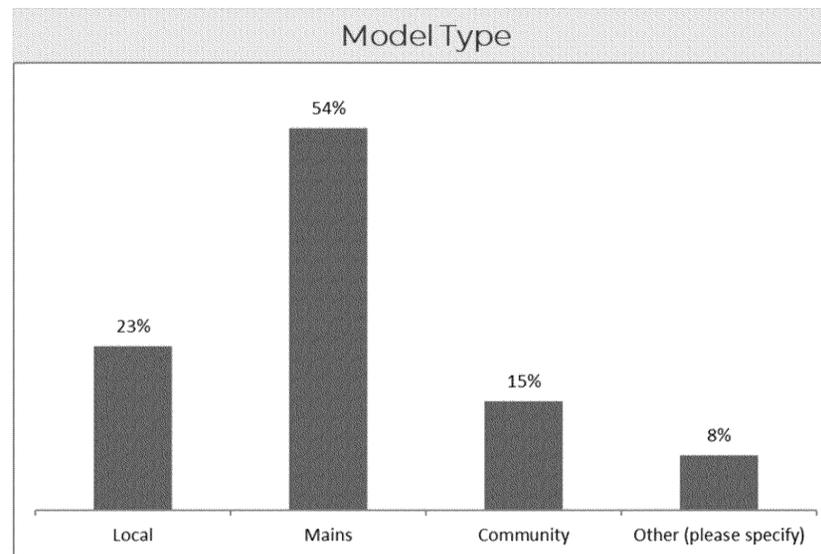
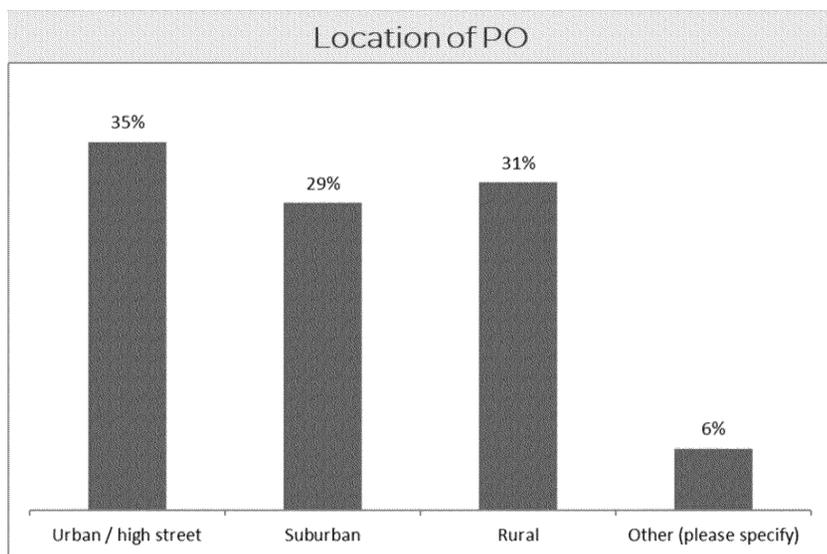


Remuneration in Comparison to pre-Covid 2020





Location & Model Type YTD





What has sold well this month?

PO	
Greetings cards	63%
Packaging	39%
Stationery	33%
Confectionery	29%
Vaping products	25%
Gifts	18%
Groceries	18%
Food to go	16%
Alcohol	14%
Newspapers/magazines	8%
Other (please specify)	14%

Retail	
Low remuneration	62.26%
Low footfall	50.94%
Inflation/escalating costs	47.17%
Rethinking future with POL	45.28%
Low banking remuneration	39.62%
Banking not profitable	37.74%
National minimum wage	37.74%
Low mail vol/online competitor	28.30%
Horizon issues	18.87%
Prepaid parcels	18.87%
POCA/lack of gov services	15.09%
Competition nearby	15.09%
Rude customers	13.21%
Stamp price change	13.21%
Other (please specify)	11.32%
Lack of support/Comms by POL	9.43%
Recruitment issues	9.43%
Amazon/DPD/Evri	7.55%
PF/RM issues	7.55%
ATM	5.66%
Parcel returns	5.66%
POL issues	5.66%
Equipment issues	5.66%
Lottery issues	5.66%
Loss of DVLA	5.66%
Reduced cash holding	1.89%
PO / Drop & Collect opened nearby	1.89%
SD stamps/bags	1.89%
Stock shortages	1.89%
Supply chain issues	1.89%
No	1.89%



Issues

HSS

Advice	29
Claim	69
Confirmation letter	1
Further claim	1
Historic claim	1
Issues	1
Old claim	1
Refused claim	2
Suspension	3
Update	6

HSS

HRUK	9
PO prosecutions	1
Request to challenge	1

Discrepancies

Cash rem	1
CCTV	1
Investigation	3
Lottery	3
Paperwork	1
Pouch	1
Re shortage	1
Rem shortages	1
Voicemail	1

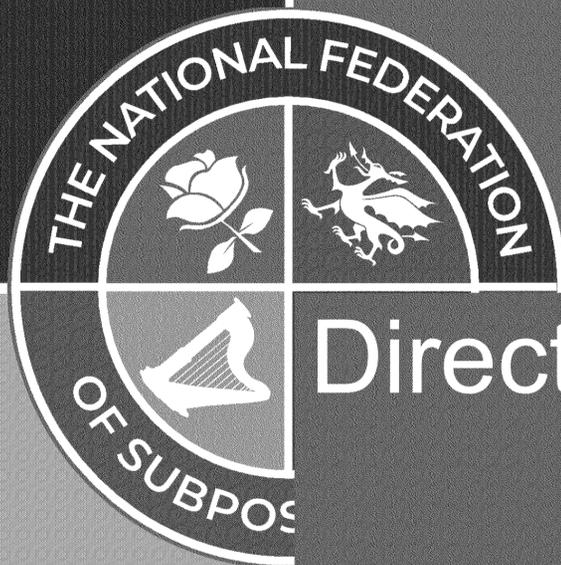
HtP

Advice	1
Delayed transfer	1
Lease issues	2
Order to vacate	1
Support	1
Welfare	1



Top 5 issues by model

SPSO		HRUK		LOCAL		MAINS		BLANK	
HtP	4	Employee	10	HSS	6	HSS	25	HSS	81
Misc	1	Contract	9	Lottery	3	Discrepan	4	Discrepan	6
HSS	1	Relief	7	Discrepan	2	Security	4	Welfare	5
Smart ID	1	Holiday	5	Change of	2	ATM	2	Misc	4
Contract	1	Redundan	4	HtP	2	Closure	2	Horizon	3
Lottery	1	Short serv	4	Mis-selling	2	Currency	2		
						IT	2		



Directors' Log



January Overview – Directors Log

JANUARY	
Total number of calls	269
Office type	
LPM	22
Mains	55
SPSO	24
Blank	113
HRUK	54
Top 10 issues	
HSS	59%
Discrepancy	7%
Contract	6%
Employee	5%
Relief	5%
Misc	4%
HtP	4%
Lottery	3%
Welfare	3%
Security	3%
Holiday	3%

Top issue by model	
LPM	HSS
Mains	HSS
SPSO	HtP
Blank	HSS
HRUK	Employee
Number of offices helped	187



Top 5 Issues

Row Labels	Count of Alt head 1
HSS	114
Advice	29
Claim	69
Confirmation letter	1
Further claim	1
Historic claim	1
Issues	1
Old claim	1
Refused claim	2
Suspension	3
Update	6
Discrepancy	13
Cash rem	1
CCTV	1
Investigation	3
Lottery	3
Paperwork	1
Pouch	1
Re shortage	1
Rem shortages	1
Voicemail	1

Row Labels	Count of Head 1
Contract	11
HRUK	9
PO prosecutions	1
Request to challenge	1
Employee	10
HRUK	10
Relief	9
HRUK	7
Illness	1
Temp	1



Top Ten Issues 2024 Overview

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
HSS	114											
Discrepancy	13											
Contract	11											
Employee	10											
Relief	9											
Misc	7											
HtP	7											
Lottery	6											
Welfare	6											
Security	5											



Top Five Issues By Model Type

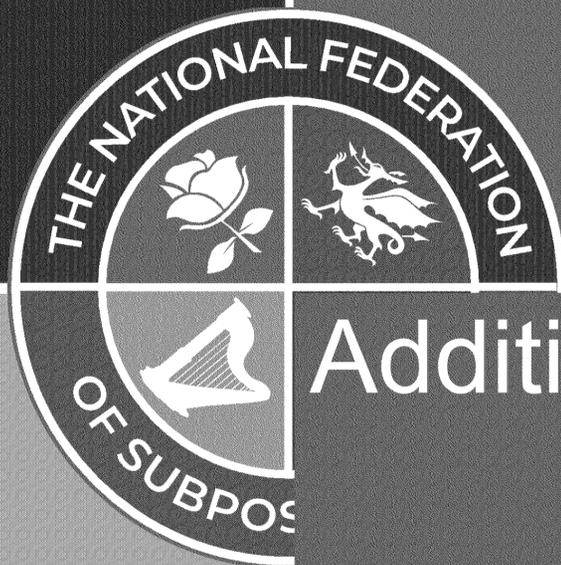
SPSO			
October		November	
Row Label	Count of Amend 1	Row Label	Count of Amend 1
Discrepan	3	Discrepan	2
HtP	2	HtP	2
Outreach	2	Retiremen	1
Welfare	2	RM	1
Currency r	1		
Lottery	1		
Change of	1		
Entity char	1		
Misc	1		
Suspensio	1		
P250	1		
Audit	1		
Currency	1		
Evri	1		
Horizon	1		

HRUK			
October		November	
Row Label	Count of Amend 1	Row Label	Count of Amend 1
Health	9	Contracts	11
Relief	8	Relief	7
Contract	8	Resignatio	3
COT3	6	Holidays	2
TUPE	5	Employee	2
		Employee	2
		Long term	2

Mains			
October		November	
Row Label	Count of Amend 1	Row Label	Count of Amend 1
HSS	3	D&C	8
Transfer	3	Outreach	3
PUDO	3	Equipmen	2
ATM	3	RM	1
Discrepan	3	Misc	1
		Currency	1
		Bank hubs	1
		Branch Hu	1
		Transfer	1
		Security	1
		Whitespac	1
		Lottery	1
		ATM	1
		HSS	1

Local			
October		November	
Row Label	Count of Amend 1	Row Label	Count of Amend 1
Discrepan	4	Equipmen	4
Transfer	3	Lottery	2
POL issue	2	Retiremen	1
Resignatio	2	Relief	1
Horizon	2	Discrepan	1
		Contracts	1
		Resignatio	1
		HSS	1
		Transfer	1
		Additional	1
		Outreach	1

Blank			
October		November	
Row Label	Count of Amend 1	Row Label	Count of Amend 1
HSS	4	HSS	3
HtP	2	HtP	1
Transfer	2	Suspensio	1
Bank roon	2	SD	1
Life Insura	1	Evri	1
Suspensio	1	Discrepan	1
RM shares	1	D&C	1
Telecomm	1		
Equipmen	1		
Banking	1		
RM	1		
Lottery	1		
Misc	1		

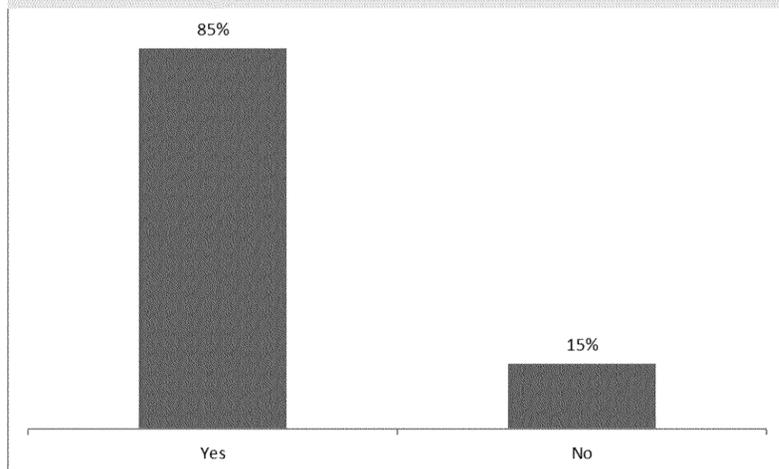


Additional Research



Royal Mail – Dec 24

Following on from recent media investigations into Royal Mail, do you agree parcels are prioritised over letters?



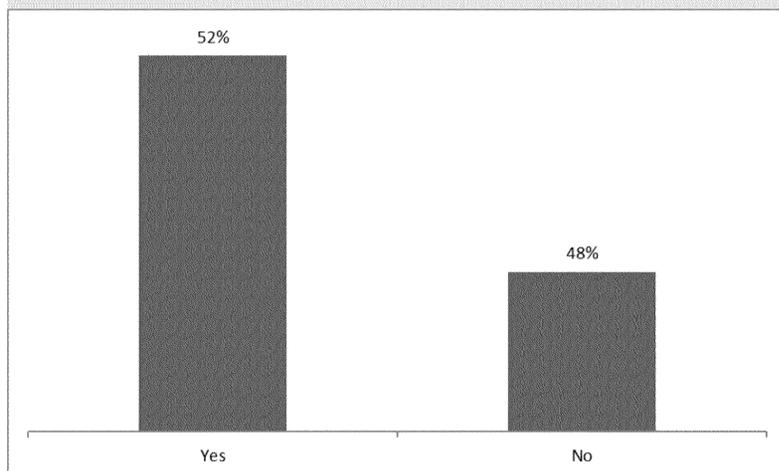
Do you have any anecdotal evidence of this?

- We sort mail every day so we know
- It's been going on since Covid. I run a Mailroom and letters are often left in so parcels are delivered. In fact it's only tracked parcels that get delivered. You can't track a 1st class parcel as easily as a tracked 24
- both I and my neighbours receive deliveries of letters once, sometimes twice per week. Also, customers are complaining at a much higher frequency than ever about slow deliveries of their mail... missing appointments etc..
- Customers coming and complaining
- Comments from a number of customers has mentioned this.
- Yes I visit my DO every morning and the manager told and showed me the racks of letters and cards stockpiled to one side as they only delivered parcels first
- Customers reporting no letters for weeks but vans of parcels on the same street
- Direct from the postmen

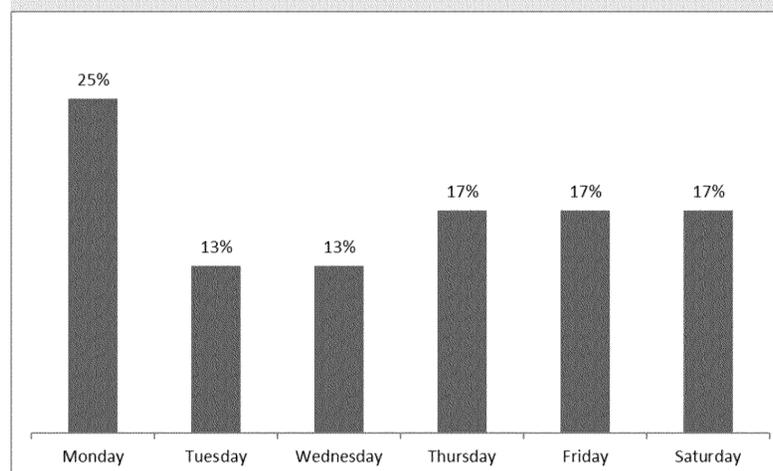


Royal Mail – Dec 24

Have you experienced late collections from Royal Mail?

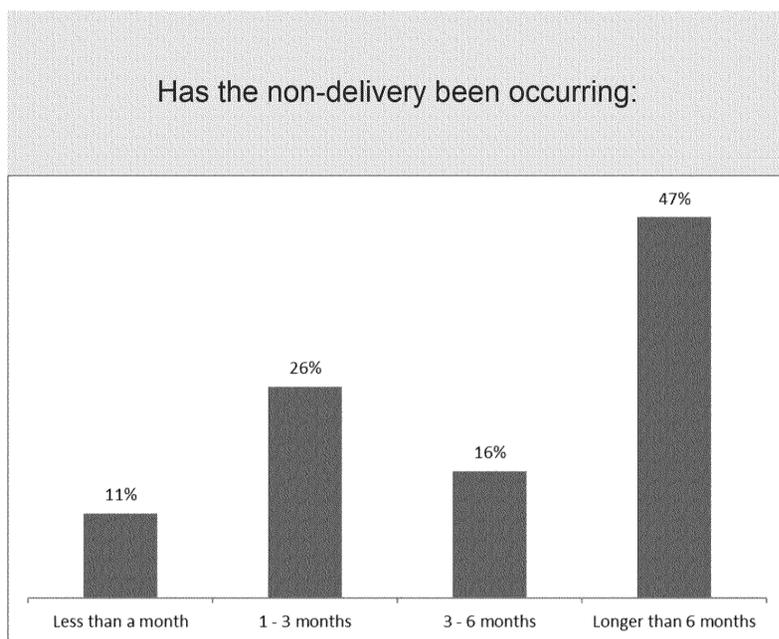


Are you aware of the non-delivery of letter mail on certain days of the week within your community? If so, are there specific days you are aware of?





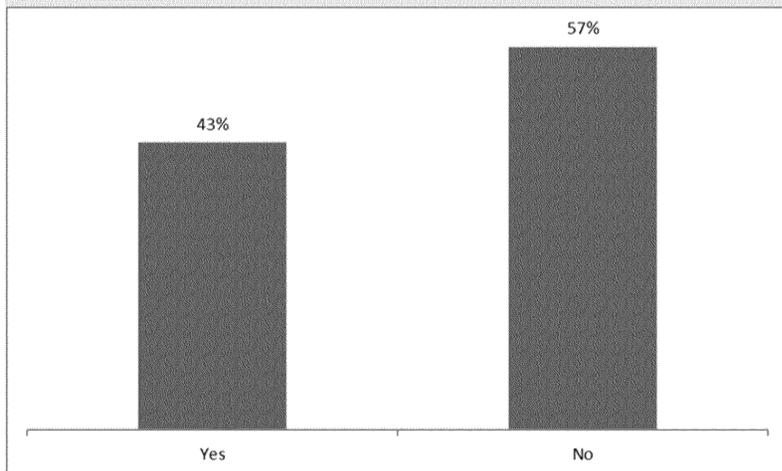
Royal Mail – Dec 24



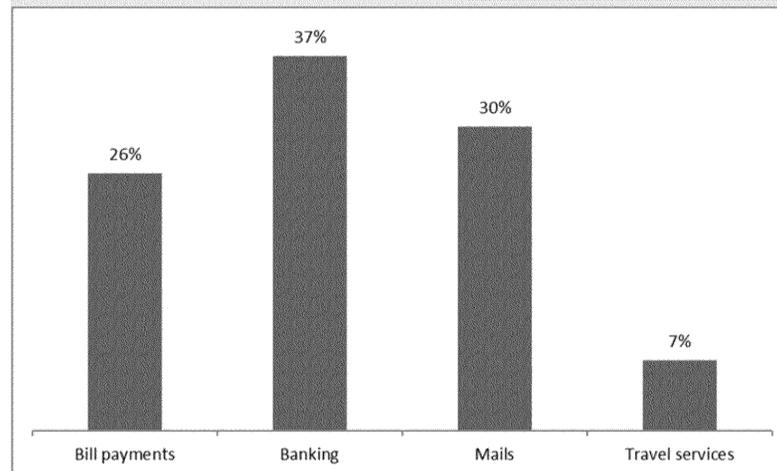


Horizon Questions from PO – Feb 24

Following the recent Horizon fix PO implemented on the 20th of December to improve system speed, are the connectivity levels in your branch back up to what you would deem normal?

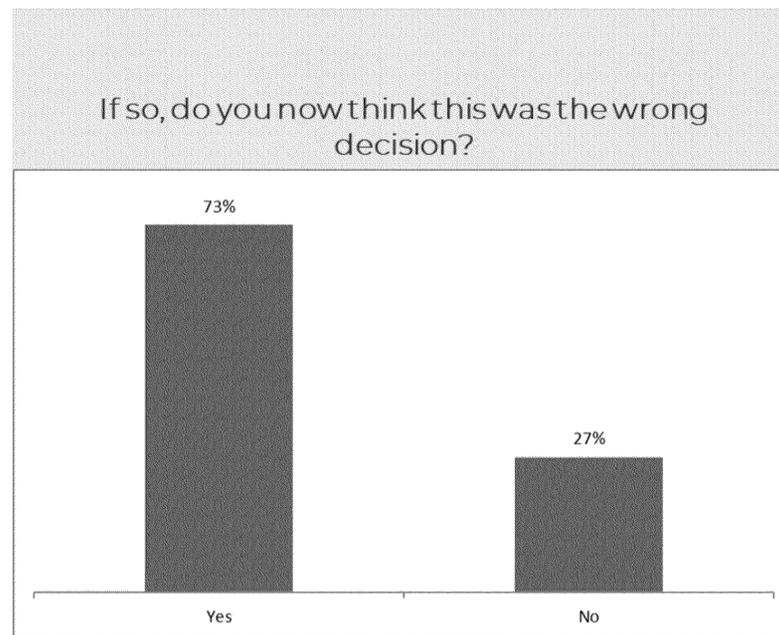
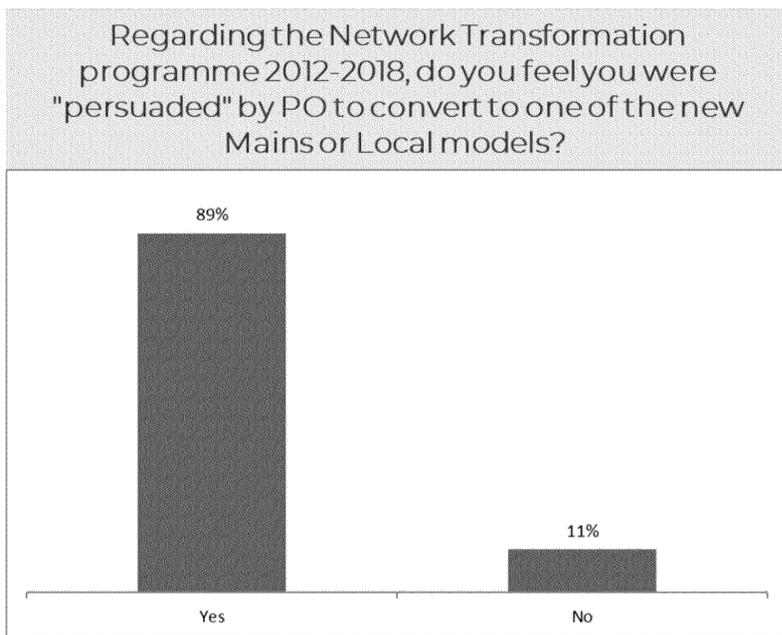


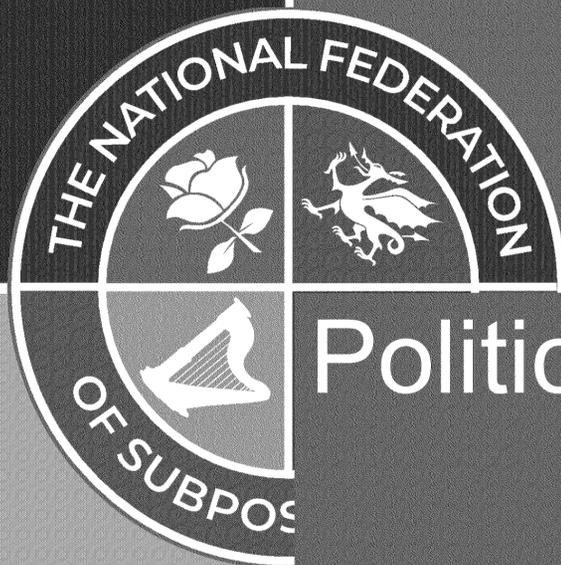
If speeds are still slow, is there a particular transaction where it is noticeably slower?





Network Transformation – Feb 24





Political Work

Senedd Postmaster Event

- Date set for 10th September
- Postmasters to attend to discuss issues with MSPs
- Briefing sheet will be available



www.nfsp.org.uk

General Political Work

- Rushanara Ali MP, Shadow DBT attended the strategic partners conference
 - She agreed to meet to discuss the postal policy area for Labour's manifesto
- Lord Sikka also attended as an expert on corporate governance, spoke on the Oversight Committee
- Attended the debate on Post Office Culture in Parliament
 - Provided briefing notes to MPs
- Attended PO APPG

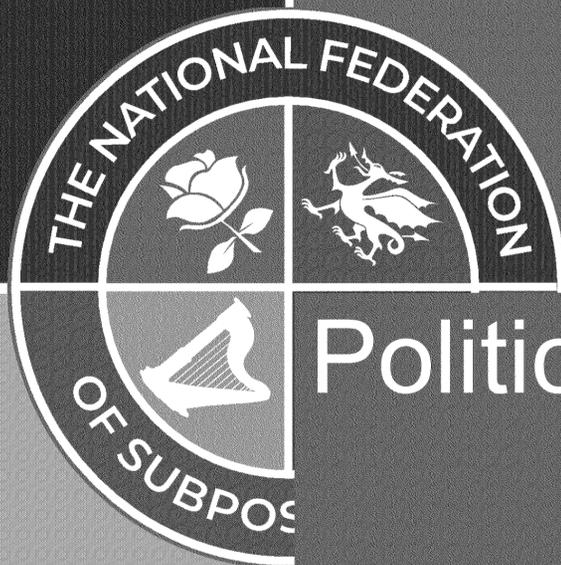


General Correspondence

- Letters to MPs and Post Office
- Letter signed by HtP postmasters to members of the Horizon Compensation Advisory Board and Nick Read
- HtP Factsheet given to postmasters to help with press and MP enquiries



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Political Affairs

Ofcom Submission

- Submitted the Ofcom Call for Input on the future of post
 - Will review as stamp price increase was announced after submission
 - Met with the GCA, Citizens Advice, Consumer Scotland and Consumer NI to understand the consumer view of the submission
 - Attending Ofcom roadshow in London this week



External Stakeholders

- Met with:
 - The Rural Services Network to ask if they could alert their members to supporting their local, rural post office. To write an article for their newsletter
 - The National Pensioners Confederation to discuss areas to collaborate and gave an overview of the Oversight Committee



Political Affairs

- Inquiry administration and submissions.
Witness statements for Phase 5 & 6 due within days
 - Meetings with solicitors
- HQ Office Manager and Comms alerted to key witness dates

