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## **THIS WEEK'S NEWS:**

*Each link takes you directly to the full story.*

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[Save money on Boundless breaks this August with NFSP+](#)

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## **RAJ'S COMMENT**

### **MUCH TO DISCUSS AT WELL-ATTENDED LONDON REGIONAL MEETINGS**

Hello,

It was a busy month as Non-Executive Director for London in July with five regional meetings, however the benefit of holding them face-to-face was

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# GRO

It was great to see so many members at each meeting and it showed that meeting in person is the preferred way postmasters want to communicate in London. Following last year's Annual Conference, we decided to try holding our meetings over Teams, but these were not well attended so we changed our approach.

The five meetings were all held separately after we had merged the North London and East London branches last year. It did mean some gruelling late nights and early starts for me, though, as my post office opens at 4am!

However, there was much to discuss and to share with members. We spoke about the Inquiry, the end of Phases 5 and 6, and the YouGov survey which will enable postmasters to give a clear account of the failings of the Horizon IT System.

We discussed the Operational Excellence Initiative and the fact Post Office Ltd (PO) have finally acknowledged our back-office work, with up to 5% of remuneration to be paid for carrying out monthly TP rollover, declaring daily cash, cash pouch remittances and keeping to cash holding targets.

We were only able to touch on the introduction of a Culture Committee within the NFSP due to time constraints but more information about that can be found in the August SubPostmaster magazine.

The question-and-answer session was very good as some members had great ideas for the future of our network and were involved in the discussions. My focus was for members to clearly understand the need to change the culture in the network. There was a lot to learn from this year's Annual Conference, especially from Darren Burns of the Timpson Group. It showed how we can develop our own culture for the future of the network.

One thing I have taken away is to work on my presentation skills, so thank you to those who attended for their patience.

Thanks also to our guest speakers Benjamin Woollard from the PO

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media. Finally, we were also able to raise a good collection for the Benevolent Fund which was a plus.

Regards,

Raj Patel  
London Non-Executive Director

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## **HORIZON INQUIRY SURVEY** **DEADLINE TONIGHT!**

The deadline to complete the surveys for Phase 7 of the Horizon Inquiry has been extended to 11.59 pm **TONIGHT**.

Phase 7 will examine how Post Office Ltd (PO) operates today, and will also investigate whether PO has lived up to its commitment of 'full and fair compensation'. All findings will be collated and presented to the Inquiry during Phase 7.

Up to 16,000 people, including all postmasters in the UK, have been asked for their experience working with PO. An email from YouGov should have been sent to you but you may need to check your junk mail folder.

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## **JULY REMUNERATION SURVEY** **TRACKED PRODUCTS AND REMUNERATION**

The July Remuneration Survey is now out and covers Tracked 24/48 products, Operational Excellence, and remuneration.

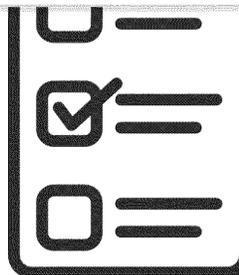
Please complete the survey by clicking [HERE](#).

**EVERY PERSON WHO COMPLETES THE SURVEY IS PUT INTO A DRAW TO WIN A £50 VOUCHER.**

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## **PO SEEKING POSTMASTER FEEDBACK SURVEY AVAILABLE NOW**

As part of the Strategic Review, Teneo are inviting feedback and input on a range of topics in a postmaster survey. The survey is open until Sunday 18 August. Teneo want to hear your thoughts, so please click the link below to complete the survey. An update on the Strategic Review can be found on [Branch Hub here](#).

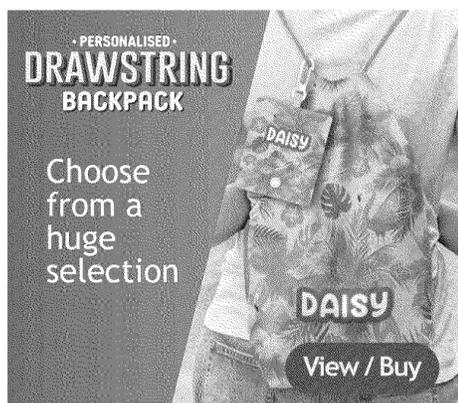
[COMPLETE SURVEY](#)

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## **NFSP RETAIL PARTNER OF THE WEEK**

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### **GLOBAL JOURNEY**



Global Journey personalised backpacks are certain to be another hit with kids and teenagers alike.

Great quality, eco friendly bags, and made from recycled bottles, these backpacks are durable, weatherproof and machine washable.

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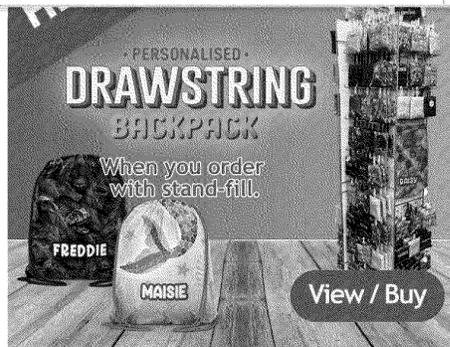
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**FREE displays for all products PLUS a full merchandising service.**

**CONTACT DETAILS**

**GRO**

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## **NFSP CULTURE COMMITTEE** **IMPROVE THE CULTURE WITHIN THE ORGANISATION**

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The NFSP is looking for members to join a Culture Committee as part of an initial trial, to help improve the culture within the organisation and the network.

The NFSP Board voted in favour of the proposal at the June Board meeting. The aim is for the Culture Committee to work alongside the Chair and CEO to help improve the culture in the network and therefore the NFSP.

As the NFSP looks to update its Articles of Association, which would be ratified by members at an AGM, it would be envisaged that the Culture Committee would be involved in this to help and support the Board.

NFSP CEO Calum Greenhow said: *“Via the Culture Committee, we will engage with the network to collate ideas on what improvements can be made and how they can benefit the network, how it can benefit Post Office Ltd and how it can benefit the NFSP. The Culture Committee will be able to challenge the NFSP and, in essence, it will be our Oversight Committee.”*

We are looking for one member per region to join the Culture Committee. The intention will be for an employee of the NFSP to also be part of the

Any members interested in being part of the Culture Committee are asked to register their interest to [admin@GRO](mailto:admin@GRO) by Sunday 31 August, along with the reasons why they wish to be part of the group.

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## POST OFFICE CUSTOMER SATISFACTION FEEDBACK ON SURVEYS

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Post Office Ltd (PO) made changes to the Service Desk survey request at the end of last year to ensure feedback is sent to the correct team and individual and to ensure the feedback is timelier.

Please fill in these surveys so PO can review feedback and implement improvement plans.

### What changed?

- You will now receive a survey every 28 days for each team you contact, so whether you log one or 10 incidents a month you should receive a maximum of one survey a month per team contacted. You will not receive a survey if you have not logged any incidents.
- Each survey notification will contain the reference for your ticket and a link to the ticket itself so you can see its details.

### What will PO do with the feedback?

- The feedback is tracked and is available to PO's internal and external teams.
- There is a section on each survey for you to comment on how you think things can improve.
- This information is used to review quality and performance against the teams and individuals, to ensure praise is given, implement improvement plans, set goals to ensure repeat mistakes are not made and ensure targets are achieved.
- Having customer satisfaction in place allows PO to compare how ITDSD is performing and what activities are required to increase overall satisfaction using a one to five scale and to ensure PO are in



## **WE'D LOVE TO HEAR FROM YOU** **NFSP+ MEMBER BENEFIT SCHEME**

### **WE'D LOVE TO HEAR FROM YOU!**

Our goal is to continually enhance the range of offers and support that NFSP+ provides. That's why we've put together [a short survey to collect your valuable feedback](#).

Thanks!

The [NFSP Communications Team](#)

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Did you know that NFSP+ offers NFSP members discounts, offers, and deals to support you in your personal and professional life? You can get great deals on everyday household items and access helpful business advice. The best part? It's totally free and there's no sign-up process.

As a valued NFSP member, **you, your family, and your employees** are automatically eligible to access NFSP+. It's worth a mention that the NFSP does not generate any commercial income from the scheme.

To take advantage of these and other fantastic deals visit August's [NFSP Plus Special Offers page](#) today! We'd also like to highlight the [NFSP+](#)

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through NFSP+.

COMPLETE SURVEY



**NFSP MEMBER BENEFIT FROM NFSP+**

Save up to 20% on Boundless breaks this August. Take a look at the beautiful locations they have to offer with NFSP+.

FIND OUT MORE

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## STAY CONNECTED WITH THE NFSP

NFSP Helpline: call **GRO** for help and support with any issue relating to your post office and retail.

NFSP website: a key online resource to support, connect and inform your business. Email admin@ **GRO** to create your account.

**NFSP members' WhatsApp and private Facebook groups:**

Email communications@ **GRO** with your FAD code and mobile number to join your local WhatsApp group. Request to join the Facebook group here.

Make sure you add communications@ **GRO** to your address book to prevent any of our newsletters from going into spam. Help on how to do this is on our website.

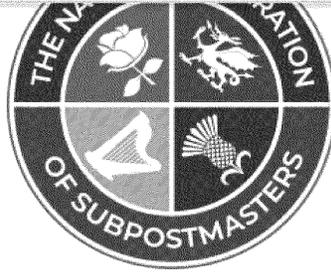
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