

MOTION NO.

Composite 1

That this Conference instructs the Executive Council to secure a commitment from Her Majesty's Government and Post Office Limited in respect of the future size and shape of the network. This commitment to include an acceptable compensation package in the event of Branch closures. The Executive Council shall further pursue an aggressive approach in securing the future livelihood of remaining Subpostmasters.

(Commitment from HMG and POL on the future of the network. A compensation package in the event of closures and secure the livelihood of remaining Subpostmasters.)

STATUS

This is in hand and is part of the ongoing campaign.

Composite 2

That this Conference instructs the Executive Council to continue a sustained nationwide campaign to get the Government to honour their commitment to the Performance and Innovation Unit Report of 2000 to support a Post Office based solution which ensures that benefit recipients can continue to access their entitlement in cash at Post Offices. As a matter of urgency this Conference mandates the Executive Council to demand of Her Majesty's Government the withdrawal of any biased or intimidating correspondence from the DWP regarding migration from the Post Office Card Account.

(Benefit recipients to continue to access benefits at Post Offices. The DWP to withdraw bias and intimidating correspondence on POCA migration.)

STATUS

The sustained Campaign is very much in hand and a Parliamentary lobby has been arranged for the 18 October. DWP have advised that since the trials there is no further planned communication on migration from POCA's to banks.

Composite 3

That this Conference instructs the Executive Council to demand that Post Office Limited urgently reviews its mechanisms for the launch of new and joint venture products. Furthermore the NFSP should be involved from the outset in the creation, design, marketing and development of these products.

(Review mechanisms for new and JV products. The NFSP to be involved from the outset.)

STATUS

POL have reviewed mechanisms and accepted that problems have occurred with administrative back up on some products. We are working alongside POL in making representations to Government and Ministers about new Post Office products.

Composite 4

That this Conference instructs the Executive Council to pursue improved motivationally driven remuneration packages for all joint venture products.

(Motivationally driven packages for JV products.)

STATUS

This is in hand and a Business Development Trial is currently underway in some thirty offices

Composite 5

That this Conference mandates the Executive Council to renegotiate the Goodwill Payments for disruption in service as the current payment levels are unacceptably low and to re-determine the criteria for qualification.

(Improvement of goodwill payments and qualification criteria for service failures.)

STATUS

Formal negotiations will commence on the Goodwill Payments once the pay deal is concluded.

Composite 6

That this Conference instructs the Executive Council to agree with Post Office Limited the immediate establishment of a permanent joint user group with a remit to evaluate the current and future use of the Horizon system and to recommend changes to improve its speed and functionality.

(Establish a permanent joint user group on the functionality of the Horizon system.)

STATUS

Work by the Horizon Next Generation workshop team continues. A further working group which will have Federation input will be established this month.

Composite 7

That this Conference agrees that the time taken to roll-over balance and trading periods on the Horizon system is unacceptable, and instructs the Executive Council to negotiate with Post Office Limited for extended hours payments.

(Extended hours payment for Branch Trading periods.)

STATUS

The matter has been raised with Operational Support Centre they claim that now it takes no longer than the original balances.

Composite 8

That this Conference instructs the Executive Council to negotiate a service level agreement relating to agreed office transfers. In particular to ensure that training and audit is achieved within the contractual 3 month period. Any extension should only be with the Subpostmaster's agreement.

(Service level agreement on office transfers.)

STATUS

Formal representations are being made to POL.

Composite 9

That this Conference instructs the Executive Council to negotiate with Post Office Limited improved systems of support and communication for all Subpostmasters and at the same time establishing the restoration of formal direct contact between NFSP officers and Post Office personnel.

(Improved support and communication between Subpostmasters, NFSP officers and POL.)

STATUS

Regular meetings with POL management have provided us the opportunity to input into communication channels.

MOTION 20

That this Conference instructs the Executive Council to obtain permission from Post Office Limited for Subpostmasters to close for thirty minutes once a week during opening hours for staff training if desired.

(Offices to close for 30 minutes per week for staff training.)

STATUS

Formal representations are currently being made.

MOTION 22

That this Conference demands better policing by Post Office Limited of the external marketing teams that come into our Post Offices and put at risk our hard earned trust and integrity with our customers by their high pressure selling techniques and misinformation.

(Better policing of external marketing teams on Post Office premises.)

STATUS

POL has accepted that problems have occurred and have learnt from the experience.

MOTION 23

The nebulous art of conceptually selling a Branch code and the belief of Post Office Limited that this is our mutual saviour are both flawed. Modern computer technology can surely bring insurance quotations and personal loan projections to the customer via Horizon and the back-office printer. It seems that only the reluctance of Post Office Limited and the joint venture prevents this progress, amidst a cloud of financial regulation and data protection.

This Conference requests that the Executive Council vigorously pursues a course of action to implement such enhancements within the next 12 months.

(Insurance quotations and personal loan projections produced via Horizon and the back office printer.)

STATUS

Formal representations continue to be made although there are issues around formal training & FSA accreditation.

MOTION 24

That this Conference Instructs the Executive Council to acquire from Post Office Limited, within 30 days of closure of this Conference, a detailed assessment of the implications for Subpostmasters' income and costs, from the introduction of Royal Mail "Pricing in Proportion", and to disseminate the information to Regional and Branch Secretaries to consider before acceptance.

(Regional/Branch Secretaries to be provided with an assessment of the implications on income and costs when 'Pricing in Proportion' is introduced. (within 30 days of the closure of Conference).

STATUS

The claim has been submitted to POL and the matter is in negotiations. Whilst these negotiations continue it was difficult to disseminate information out to Branch Secretaries within the 30 day time scale. (NEEDS LATEST INFORMATION TO BE ADDED).

MOTION 29

That this Conference mandates the Executive Council to negotiate a pay award not less than the percentage increase of statutory minimum wage, noting additional days and holidays.

(Pay award to be no less than the statutory minimum wage.)

STATUS

Pay negotiations on going

MOTION 30

That this Conference requests that the Executive Council negotiate a higher payment for all passport transactions caused by the recent changes in regulations.

(Increased remuneration for passport transactions.)

STATUS

POL has rejected our representations so far.

MOTION 43

That this Conference instructs the Executive Council to negotiate with Post Office Limited that computer generated discrepancies are not the responsibility of the Subpostmaster.

(Subpostmasters not to be responsible for computer generated discrepancies on Horizon.)

STATUS

Where evidence exists that the error is not as a result of human input then a claim will not be pursued.

MOTION 45

That this Conference instructs the Executive Council to meet with Post Office Limited to negotiate the immediate restoration of values to the various Horizon reports from which they have been removed.

(Restore 'values' on Horizon reports.)

STATUS

POL has given a commitment in principle to revisit this issue. They have however advised that "immediate" change to the system is not an option.

MOTION 52

That this Conference instructs the Executive Council to request that Post Office Limited provide details of the selection criteria for incoming and new Subpostmasters, for publication in the Journal, and that these criteria be included in any pre-resignation letter.

(Selection criteria on the appointment of Subpostmasters.)

STATUS

Negotiations are on going.

MOTION 53

That this Conference instructs the Executive Council to negotiate and agree with Post Office Limited a review of the current format for contractual and disciplinary hearings.

(Review of the current format for contractual and disciplinary hearings.)

STATUS

The matter has been raised with the Security Division of POL. Further discussions are under way.

MOTION 58

This Conference instructs the Executive Council to agree with Post Office Ltd that an urgent method of communication be established to prevent unnecessary losses, where possible criminal activity has been identified in specific geographical areas.

(Communication to offices where criminal activity is identified in specific geographical areas.)

STATUS

This is with the Security Division there does now appear to be a willingness to use the MBS's as a means of giving out warnings as a means of warning Subpostmasters to fraud in certain areas.

MOTION 59

The continuing failure of Post Office Ltd. to deliver an effective relationship with the branches via a Retail/Sales management facility is a constant concern to all Subpostmasters.

This Conference requests the Executive Council to maximise its new-found closer working relationship with Post Office Limited to positively influence the process needed to redefine the structure of Retail/Sales management for the significant financial benefit of all Subpostmasters.

(Redefine the structure of Retail/Sales Management to financially benefit Subpostmasters.)

STATUS

A Negotiating Committee meeting with Alan Cook will take place in the near future where he will indicate the new structure and show how retail/sales management will be delivered.

MOTION 60

That this Conference instructs the Executive Council to seek an improvement to the telephone 'split billing' to include all Post Office branch telephone numbers and Post Office business related numbers.

(All Post Office branch and business related numbers to be included on 'Split Billing'.)

STATUS

Our repeated request for all post office branch numbers to be included has been rejected outright. A system has been put in place to review any business numbers that any Subpostmaster believes is missing.

MOTION 61

This Conference instructs the Executive Council to review the arrangement that the remitting office is always responsible for cash shortages in cash remittances until such time that Post Office Limited can demonstrate to the Federation that they have a robust system in place to monitor cash shortages throughout the complete money transfer process.

(Remitting offices should not always be responsible for cash shortages until a robust monitoring system is in place.)

STATUS

This appears to be a specific problem for Scotland and the matter is with the Security Division.

MOTION 62

That this Conference requires the Executive Council to negotiate a method of Post Office recycling waste without cost to the Subpostmaster.

(Free recycling of Post Office waste.)

STATUS

Representations to POL on this issue so far have been unsuccessful. However we continue discussion on minimising waste by improving and streamlining supply of stock.

MOTION 66

That this Conference deplores the levels at which Post Office Limited determine culpability after an incident and require the Executive Council to negotiate with Post Office Limited reasonable and acceptable levels for the future.

(The determination of Subpostmasters' culpability after an incident.)

STATUS

This matter is to be raised with Security.

MOTION 67

That this Conference requests the Executive Council to negotiate a change in the current loss/gain policy to include the use of an independent arbitrator to decide on the ultimate liability of any Subpostmaster in the event of robbery/burglary in conjunction with Post Office Limited and the NFSP.

(Change the losses/gain policy to include an independent arbitrator to ascertain liability in the event of a robbery/burglary.)

STATUS

Despite past rejections a further approach is being made to the security department.

MOTION 70

That this Conference instructs the Executive Council to undertake an urgent review of Associate Membership re-addressing the issues of:-

- a) Who may be an Associate Member.
- b) What benefits of Federation Membership are they entitled to.
- c) What fees, should be levied.
- d) What Offices/Positions within the Federation are “open” to them.

(Review Associate Membership.)

STATUS

This is at present under consideration by the Publicity and Development Committee.

MOTION 72

That this Conference, in the light of unsatisfactory progress made to date in protecting individual Subpostmasters from harsh and unfair penalties arising from IR Cashcheque fraud, instructs the Executive Council to implement without delay a scheme to provide adequate and appropriate assistance and support to Subpostmasters seeking legal redress.

(Provide assistance and support to Subpostmasters seeking legal redress on penalties arising from IR Cashcheque fraud.)

STATUS

Strong representations have been made to the Chief Operations Manager and a response is awaited on certain Cheque Frauds. The motion will be further discussed at the October EC meeting.

Ref. Back

Composite 5

Motion 19

That this Conference urges the Executive Council to liaise with Post Office Limited in identifying the origin of leads from joint venture products, at it has no confidence in current methods.

(Identify the origin of leads for JV products.)

STATUS

This remains a key issue in discussions with POL. Changes to the Pay Advice will help to clarify “line of sight”. We remain unconvinced that all sales are accurately recorded.

Ref. Back
Composite 7
Motion 32

New compensation structure is not covering those offices which experience downtimes of less than a day for weeks on end.

(Subpostmasters to be compensated for the full time that Horizon is off-line.)

STATUS

This will be taken up as part of the Goodwill negotiations.

Ref. Back
Composite 11

Following recent experiences, it would appear that we are no further forward in achieving the aims of this motion.

(Mystery Shopper reports used as a training aid.)

STATUS

The mystery shopper information required to enable the Subpostmaster to use it to train their members of staff who failed to answer questions correctly has now been included.

Amendment to Rule 1V(e)

Members shall pay an annual subscription for each office except where the office is a satellite and or an outreach office where the Host/ Core office will be the subscribing office.

For offices with an annual salary of £7,630.00 or below £46.80

For offices with an annual salary of £7,630.01 or above £162.48

(Subscription rates to apply to only the Host/Core office if there is also a Satellite/Outreach office.)

STATUS

Currently work in hand. The membership computer system enhancement to pick up satellite/outreach offices is underway.