



Outlet Support – Audit Contact Points

The purpose of this document is to provide the Audit Team with the relevant contact point for their key activities once the new organisational structure is implemented from the 25th September 2006.

1. Branch Suspensions

The contact points for a decision on whether to suspend at a branch should be directed to the relevant Contracts Advisor (formally the C & SM) as per the table below. If they cannot be reached their buddy should be contacted, and the final contact point in the sequence should be the relevant National Contracts Manager.

Branch Type/Head of BD	Contracts Advisor (1 st Contact)	Buddy Contracts Advisor (2 nd Contact)	National Contracts Mngr
Any Franchise Branch (IFPO or CFPO contract)	Lynne Steer GRO	David Southall GRO	North – John Breeden South – Lin Norbury
David Mellows-Facer	Lesley Joyce GRO	Brian Trotter	John Breeden
Andy Bayfield	Brian Trotter GRO	Lesley Joyce	John Breeden
Mark Wright	Michael Haworth GRO	Andy Carpenter	John Breeden
Phil Turner	Andy Carpenter GRO	Michael Haworth	John Breeden
Greg Hutchinson	Glenn Chester GRO	Paul Williams	John Breeden
Peter Mylchreest	Paul Williams GRO	Glenn Chester	John Breeden
Steve Gibbs	Alan Lusher GRO	Sue Muddeman	Lin Norbury
Peter Pycock	Sue Muddeman GRO	Alan Lusher	Lin Norbury
Drew McBride	Elaine Ridge GRO	Carol Ballan	Lin Norbury
Andrew Thompson	Carol Ballan GRO	Elaine Ridge	Lin Norbury
Judith Aubrey	Colin Burston GRO	Nigel Allen	Lin Norbury



Paul Garnham	Nigel Allen GRO	Colin Burston	Lin Norbury
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All the telephone numbers are listed in the first column for the Contracts Advisors. The National Contracts Manager contact details are: -

- John Breeden - **GRO**
- Lin Norbury - **GRO**

Once a decision is made to go ahead with a suspension a Contract Issues Manager will take up the task of finding an interim. Therefore should an auditor need to make enquiries following the suspension to check on progress for an interim, the contact points will be as the table below:

Head of BD Patch	Contracts Issues Manager
North <i>David Mellows-Facer (Commercial)</i> <i>Andy Bayfield (Community)</i>	Davlyn Cumberland GRO davlyn.cumberland@ GRO
North England <i>Mark Wright (Commercial)</i> <i>Phil Turner (Community)</i>	
Central England <i>Greg Hutchinson (Commercial)</i> <i>Peter Mylchreest (Community)</i>	
East England <i>Steve Gibbs (Commercial)</i> <i>Peter Pycock (Community)</i>	Steve Utting GRO steve.utting@ GRO
South East England <i>Drew McBride (Commercial)</i> <i>Andrew Thompson (Community)</i>	
Wales & South West <i>Judith Aubrey (Commercial)</i> <i>Paul Garnham (Community)</i>	

2. Post Robbery/Burglary Response

Auditors do on occasion have to liaise with the Service teams to take a decision on attendance following a robbery or burglary at a branch where the amount taken is less than £1000. The contact points for this will be as per the process above for branch suspensions.

3. Branch Audit/ Compliance Audit Reports

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Version 2 (September 06)



For a Directly Managed branch reports should be sent through to the Branch Manager and copied to the Business Development Manager. This reflects the current process where the Branch Manager is sent the report and it is copied to their SAM. The BDM information by branch will be available on the Configuration Database from the 25th September (found on the intranet)

For National Multiples branches both types of audit report should be sent (as they are now) to the relevant National Multiple partner contact point and into the Multiples e-mail box

GRO

Audit reports of both types (Branch & Compliance) should be sent to the **Outlet Intervention Team** e-mail box from the 25th September. Low-level breaches will be handled by that team by telephone intervention, whilst more significant breaches will be filtered out to the Business Development Manager (BDM) to take up the branch.

Shaun Turner
Service Support Manager



GRO

September 2006