Subpostmaster Suspension

CA's   )
FCA'   )   Phone call
CST   )
Auditors (OFT))

Branch info checklist
Branch/outreaches
Code
Suspended spmr – alternative contact
(Product mix)
Staffing
Premises available? Landlord?

Request remuneration figures
Phone call – GRO

Information received via email
Breakdown from HR Remuneration:
- Core/AOP
- Sales
- Banding
- Total

ASM branch

- Ring ASM to ask if they have
any recommendations for a
temp
Contracts Advisor
recommendation?

Database
Consult anyone in the area listed to
ascertain interest

Agencies
Newrose - <£20k+
Interim Enterprises - £40k+
Zubes (Potent Solutions) - <£20k
(Manchester)
Post Office Services
Streamline Ltd
National Federation of
Subpostmasters

Potential temp

Vetted previously?
Check database for when first
in post

Last six months, even if own
branch

Break, 28 days' service

Re-vet

Contact temp
Give name of auditor
Auditor rings spmr/temp to
arrange a time

If not same day
Speak to OFSto arrange audit
Follow-up email (cc auditor) giving:
- Details of branch
- Incoming and outgoing names
- Contact numbers
Vetting needed? Yes/No

If same-day transfer

-Arrange audit with on-site
person in branch at suspension
Vetting by auditor

Re-vet

"HRSC Security Vetting" email
to request internal check (can
be four hours)

Interview (same for all
branch types)

- Five-year work history
- Competency
- Contract detail

Update temp subpostmaster
Log with details

Complete proforma
Request for temp contract with
detail from interview

Email:
HR Agent Services; CST; Contract
Advisor
- Spmr suspended on XX
- Branch transferred to temp XX
*Attach contract request to issue
temporary spmr contract

Email if re-open:
"Cash Management Support Mail-In";
Michael D Cooper; Margaret Marsh; ATM
service; Property Projects Central; Admin
Team (Lottery); Ingenico (Paystation);
Royal Mail; Steve Utting (Mailwork); ANC;
NBSC Admin Team; External Relations