

12/2009



Agency Changes Communiqué (ACC)



Date: 11th December 2009
To: ACC Circulation list
From: Paul Inwood, Agents Contract and Policy Development Manager.

Subject: Deployment of Post Office® operating models in cases of summary termination and resignation to avoid summary termination.

1. Executive Summary

With immediate effect, Post Office Limited will notify agents that fall into the above categories that the outcome of their termination, or resignation to avoid termination, may include the deployment of new operating models in the locality within which the existing Post Office® operates. In all such cases, Post Office Limited will then review the vacancy and deploy the most effective operating model possible, taking into account whatever implementation constraints exist.

2. Background to this change.

Historically, Post Office Limited has worked to develop and deploy new operating models e.g. Community sub postmaster, Satellite, Restricted Hours, Outreach within the communities it serves.

We have also piloted the Post Office® essentials concept in communities that either had a traditional Post Office® operating model, or no Post Office® offer at all. Note that, for the next phase of Post Office® essentials pilots, these will be branded externally as Post Office® Local, however there are references to Post Office® essentials in various documents. Should we decide to continue with this model after the pilot stage, all references and documents relevant to this model will bear the same name.

3. The change

For agents who have had their contracts summarily terminated by Post Office Ltd, or who, in our opinion, have resigned to avoid

Last Communiqué: 10/2009 Process for Cancelled Recruitment Schedules and Dormant Recruitment Cases

11/2009 Changes to Security Checks Consent Forms affecting Temporary Subpostmasters, Spouses & Partners of Applicants for Position as Subpostmaster and Agents' Assistants

termination, it is important that we are open with them in communicating the possible outcome of that decision in respect of what type of Post Office® operating model, if any, we determine is appropriate in the locality.

One of these outcomes may be the deployment of a different operating model e.g. Post Office® essentials, to that currently used.

For the avoidance of doubt, in such cases where the resulting operating model is different to the current operating model, the ex- subpostmaster will not be entitled to any recourse to the Discretionary Fund, as the circumstances will not meet the Fund's criteria for eligible cases, or to any other form of compensation from Post Office Ltd.

It is important to note here that subpostmasters **do not** have any right of assignment of their Post Office® business, so any enquiries in that respect should be managed using the normal reactive lines i.e. should Post Office Ltd desire to fill the vacancy, it will need to approve any suitable candidates.

Equally, the outcome of any modelling to determine the optimum operating model will be without prejudice to any appeal lodged by the subpostmaster within the terms of the subpostmaster contract, and no work or decisions in this respect will be undertaken before the outcome of any appeal is communicated to the subpostmaster concerned.

There will be a clear divide between who decides the subpostmaster's contractual outcome, and who then decides the optimum operating model for the locality, thus reducing the risk of the former being seen as a forgone conclusion; responsibility for the modelling will rest with the planning team, and the decision regarding the determination of the subpostmaster's contract will rest with the contracts team. Existing checks and balances will still prevail, in the form of the appeals process.

Any decisions to re-locate the Post Office ® offer will also be subject to the conclusion of any public consultation period.

The NFSP have been informed of this change, and internal stakeholders consulted with regard to the amendments to our policy and communications here.

4. Process

The flowchart embedded, in Word and Visio format here, shows the process to be followed by various teams, for either scenario described above i.e. resignation to avoid termination, and

summary termination, in order that the most appropriate operating model can be deployed.

You will also see that the flowchart identifies which letters to use, when, and who should use them.



Flowchart word
v8.doc



Flowchart visio
v8.vsd

5. Enabling communications.

To enable this revised message to be communicated, we have made some amendments to the existing suite of letters, embedded here;

Letter 2A Termination of agent's contract



Letter 2A
Subpostmaster summ

Letter 2B Resignation to avoid termination



Letter 2B
Subpostmaster summ

Letter 2C Notification of non- receipt of response to letter 2A



Letter 2C
Subpostmaster summ

Letter 2D Request to ex-subpostmaster to provide information regarding the premises



Letter 2D Asks
ex-Spmr to confirm d

Letter 2E Notification to ex-subpostmaster that the locality will not be suitable for PO essentials



Letter 2E modelled
as non POe FINAL 03

NB. Note that at the point this letter is deployed, the process will revert back to the BAU process, as the operating model deployed will be one other than Post Office® essentials.

Letter 2F **Notification to ex -subpostmaster of suitability for PO essentials.**



Letter 2F Suitable for
PO essentials.doc

With immediate effect, these letters should be used where indicated to ensure that agents that fall into either category described in the subject of this ACC are properly informed of our position in this respect.

6. Contact.

If you need any further information or require clarification on any of the issues raised here please contact me on the numbers below, or by email; paul.inwood GRO

☎ Postline	GRO	Desk	GRO
☎ Mobile	GRO	Mobex	GRO