



08/2011

Agency Changes Communiqué (ACC)



To: Angela Van Den Bogerd, RMs, FCAs, John Breeden, Lin Norbury, Contracts Admin. Team, Contract Advisors, Steve Northey, Kjetil Fuglestad, Ketul Patel,

cc: ACC distribution list.

From: Paul Inwood, Agents Contracts and Policy Development Manager.

Date: 16th June 2011.

Subject: Policy and Process Amendments to ACC 12/2009 (Deployment of Post Office® operating models in cases of summary termination and resignation to avoid summary termination.)

1. Introduction and purpose

ACC 12/2009 set out our approach to deal with potential operating model change in cases where an agent's contract had been summarily terminated, or where the agent had resigned to avoid that outcome. Further to a review of that, this document explains a number of policy and process changes, and should be read in conjunction with that ACC.

This ACC does not deal with the adoption of the Main PO model as there is a separate BAU process for that. For the avoidance of doubt, cases where 3 months notice has been given are out of scope of this policy.

2. Summary of the change.

2.1 Policy

2.1.1. Where the Network Planning Team deem it appropriate, vacancies resulting from the circumstances described at 1 above will be advertised and filled on the basis of the preferred operating model (i.e. not the Subpostmaster model) as specified by the Network Planning Team ,however see 2.1.3 below.

2.1.2 In cases where long term vacancies have existed and where no formal interest has resulted in that vacancy being filled, and the termination / resignation to avoid



termination occurred before the release of ACC 12/2009, because of the length of time that has now elapsed and the lack of interest, it will now be appropriate to apply

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2.1.1 above. Where the site is appropriate for PO Local, steps will need to be taken by the FCA in liaison with HRSC to ensure that the vacancy is now advertised as the desired model, and the ex-agent informed in writing of that fact using the 2H below. In cases where an application has already been enlivened on IRIS and an application submitted, we should not seek to change the basis upon which that vacancy is filled, unless the application is not then successful.

2.1.3 In **exceptional** cases only, and only with the authority of the Head of Network Services, where it has not been possible to fill vacancies using the PO Local model, vacancies may be filled using the subpostmaster / a different suitable model. The FCA should provide the background to such cases to the Regional Manager (RM), who, where appropriate, will seek to obtain authority from the Head of Network Services.

Note that this provision will end at a point in time when we will not be able to issue legacy contracts. Further instructions on how we will manage the transition to that state in general will be issued nearer the time.

2.2 Process and documentation.

The following amendments have been made, and are reflected in the documents at 3. below.

- Terminology has been changed / aligned where necessary.
- A return deadline of 14 days has been included in letters where appropriate.
- A revised letter 2B to deal with resignation to avoid termination in all such cases.
- A 'follow-up' letter 2G has been included for cases where there is no response
- Reference to a 'new operating model' in letter 2E to the ex-subpostmaster has been removed
- Letter 2F is now sent by the FCA and not the Regional Manager.
- Instructions to HRSC regarding the model to be advertised are made clearer.
- A letter 2H has been added to deal with cases described in 2.1.2 above.
- A letter 2J has been added to be used by the FCA in cases where it is not clear who is in control of the premises

NB. Advertised remuneration for vacancies should only be sourced from the Network Planning Team, not the Agents Pay Team or HRSC / other sources.

3. Revised documents

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The revised process map and letters are embedded here:



Visio 160611.vsd



Word 160611.doc

Letter 2A Contract termination



Letter 2A.doc

Letter 2B Acknowledgement of resignation to avoid termination



Letter 2B .doc

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



Letter 2C.doc

**Letter 2D Request to ex-subpostmaster to provide information re premises
(but see 2J below)**



Letter 2D.doc

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



Letter 2E.doc

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



Letter 2F.doc

**Letter 2G Follow-up letter to be used where our letters have not had a
response**



Letter 2G.doc

Letter 2H Notification of change of advertisement details to PO Local.

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Letter 2H.doc

Letter 2J Enquiry letter for FCA to use where a temporary subpostmaster is in situ and there has / may have been a change in the control of the premises.



Letter 2J.doc

4. Parties consulted

Head of Network Services, Regional Managers, Agents Contracts Deployment Manager, Contracts Advisors, Network Planning Team, HRSC.

5. Contact point

Should you need any further information, or require clarification on any point contained in this ACC, please contact me on the numbers below.

Paul Inwood

Agents Contracts and Policy Development Manager

(Desk:	GRO
(Mobex:	GRO
(Mobile:	GRO