

FOR USE OF COUNCIL MEMBERS ONLY

NATIONAL FEDERATION OF SUBPOSTMASTERS

REPORT OF A
MEETING OF THE
COUNCIL

held on

14 & 15 OCTOBER 2019

at

HOLIDAY INN CAMDEN LOCK
LONDON

PLEASE NOTE

Items that are totally confidential and not to be discussed outside of the Council have been 'boxed' and shaded in pink (as is this note).

**Report of a Meeting of the Council
held on Monday & Tuesday, 14 & 15 October 2019
at Holiday Inn Camden Lock,
London**

Those present:	Tim Boothman Susan Edgar Calum Greenhow Christine Donnelly Uel Houston Saj Hussain Nilesh Joshi Susan Jude Paul McBain Stuart Rogers, BEM Bharat Visani Kevin Hogarth Yvonne Fennell	Chair Vice Chair Chief Executive W H Smith Spar UK
In attendance:	Robert Clack Wendy Burke Keith Richards Peter Hall Paul Simmonds	Director of Commercial & Retail NC Facilitator & Operations Officer Security & Network Transformation Head of Policy & Research (<i>part</i>) Director of Operations
Apologies:	David Sanghera	Rymans

The Chair welcomed everyone to the meeting and mentioned that a few people had been delayed due to transport issues but would join the meeting when they arrived.

1. REPORTS & RESOLUTIONS OF COUNCIL MEETINGS

- (a) The Report of the meeting of 17 & 18 June 2019 was agreed as a true record.
- (b) The Resolutions passed at the meeting of 17 & 18 June 2019 were agreed as a true record.
- (c) No further updates on action points as updates circulated as they occurred.
- (d) **Matters Arising** – Confirmation of the result of the electronic vote that took place re new brokers for both the Federation and Benevolent Fund portfolio's was that Charles Stanley were selected and the transfer was close to completion.

DECISION

DECISION

DECISION

2. CEO REPORT

(a)

Irrelevant

Irrelevant

Irrelevant

Irrelevant

Irrelevant



Irrelevant

Irrelevant

Irrelevant

ACTION

Irrelevant

DECISION

(b)

Irrelevant

Irrelevant

Irrelevant

would go to the bottom of the list.

- Figures to be provided were in total confidence. Wanted to segment different parts of the 370. Identify those who did not want to leave and drop them to the bottom of the list (around 130).
- Then look at low volume customer offices to see if a core and outreach could be put in but that would require a change in policy from the government as a lesser service than currently.
- Also suggested looking at distance criteria. It was 0.5 mile but that really needed to be looked at. One situation was an office in an Asda where the car park was more than 0.5 mile.
- Case around hardship was going to be reconsidered now the NFSP believe. Put 6 cases forward and further discussions since the meeting they will consider those again.
- On Discretionary Fund, it was used to get someone out under hardship and was then repaid back in under the NT banner. Only pushed the closure of an office back 6-12 months further away. The temporary only signed a 12 month contract and 5 had already closed for various reasons. PO were concerned.
- NFSP argument that 12 months away was better than loss of service immediately.
- PO acknowledge there was no solution for about 300 offices. NFSP does not agree. Disappointed that over 12 months ago the NFSP submitted a suggestion that maybe they could do a trial on a 3 year plan. In Year 1 the PNO would be paid full CTP, in Year 2 66% of CTP and in Year 3 33% of CTP with nothing after that as they would have had time to build up the business with support.
- Many potential PNOs would not take on the post office because of the risk against the possible income.
- PO could have a 3 year plan in place. Could currently be paying 3, 4 or 5 years CTP because the NFSP would not allow it to drop in 2021.
- This would give an end date to a number of these offices.
- Pete Johnson was adamant that proposal was not going to be on the table.

- NFSP meet with the government on 4 November and there may be an opportunity to raise that issue. Even if we can get a trial of maybe 20 offices and get them up and running to see if the theory could be proved. PO asked how the NFSP knew it would work. We don't but if PO don't try it they will never know. To PO it is not a problem for these people to leave without compensation, to the NFSP it was a huge problem.
- NFSP must continue to support the hard to place offices
- There followed discussion with the Board feeling there must be a change of government policy, and PO had to maybe reclassify some offices as Community.
- Paying these offices compensation and allowing them to leave would cause problems with the government due to access criteria. NFSP were going the route of making these offices more attractive to a PNO.
- Loss of a post office was devastating to a small community in rural areas. There were out of the box solutions which were not necessarily straightforward.
- Many different suggestions were thrown around, but most required a change of government policy, or were against the agreed rules for NT.
- It was clear new solutions needed to be identified for the hard to place offices, and it was clear the NFSP Board were concerned about these cases.

(c) **Mailwork Office Support**

Irrelevant

Irrelevant

(d) **Grant Framework Agreement (whole section in strict confidence)**

- Under no circumstances should this be discussed outside the room.
- A comparison sheet was handed out showing the original wording, the proposed PO wording and the suggested wording from NFSP lawyers. The sheets were eventually collected back.
- Due to the highly confidential nature of this section it would not be minuted in full.
- The major changes were to Sections 5 and 17.
- The reasons for every change were discussed and fully explained.
- If any Board member came across cases where they felt a spm had not been treated fairly or properly, they should raise the case with Nilesch Joshi.

ACTION

(e) **ATMs**

- ATMs were in decline. The BOI contract ends March 2022.
- PO starting to look at what happened then and were going through a procurement and tender for contracts.
- Indications are that because values and volumes were in decline, it was likely the income generated to the network would be changed.
- Some of you may know that Saj Hussain is one where their licence has come up for renewal and BOI have the right to say licence has finished and we are removing the ATM. PO cannot do anything about that. The final decision remains with BOI.
- Concern is what happens to the spm who is losing through no fault of their own. Been able to ensure that some offices may be commercially viable going forward and to ensure there is a network, they would receive £300 for 6 months and £150 for 3 months. Hopefully by then decisions would have been made.
- Other issue is dilapidation. If an ATM is removed what was the impact on the premises. NFSP trying to make sure the exteriors are attractive to customers. If an ATM is removed and a piece of plywood is put in its place. Would that even be safe security wise? NFSP working with PO to ensure properties are not damaged by the removal of an ATM. Trying to ensure the aesthetics of the shop front is both good, and the premises are safe and secure which may affect insurance.
- In some cases holes have been cut into a window. In the case of **GRO** his ATM had not been removed yet. That window would require complete replacement. Request for Board to keep CEO informed of any situations where an ATM had been removed and the spm was not happy with the damage not being rectified well.

ACTION

(f) **Cash Management**

(g)

- CEO had provided a detailed report on a meeting with Cash Management. Thanks to Sue Edgar who had worked hard on cash management, building relationships and the NFSP was now in a situation where they were part of a Working Group within PO to drive forward efficiencies within the whole of cash management.
- Area of concern is forged notes. Nearly 4,000 offices affected. In the last year PO had written off £116,000 in forgeries and sent back £130,000 to spms.
- Current policy was too grey. If you haven't had any forgeries PO were likely to write them off. However for those who had several PO were more likely to send them back and charge the spm. The policy was not totally clear, and needed to be worked on to bring clarity.
- CEO was at Birmingham cash centres and looked over a forgery of £140 on CCTV footage and could see clear as day that they were forgeries. The note counting machine picked them out straight away. If spm or staff member were counting by hand we don't know, but could there be a situation where spms are putting through hoping PO would ignore them or was it a case of they genuinely didn't notice?
- Several Directors were often at cash centres so if any member has a shortage or forgery they should call the NBSC to get a reference number and someone would go and check to make sure it was genuine.
- There did not seem to be clarity in the network as to what to do. If a spm spots a forgery whilst counting but not sure who it came from, call the NBSC for Form P6005. If they get the form they can then write it all down and send it in the pouch with the NBSC reference number.
- Magazine article required on this subject. Sue Edgar to assist Peter Hall with writing the article.
- If anyone had issues with forgeries, there are two ways to accept it. One way is an honest mistake. They can be fully claimed for following the process previously outlined. However there is a lot of people exchanging large value notes from one to the other. If a spm follows PO rules they should not do that. Can't say they are doing something PO doesn't want them to do but now a loss has been incurred they want PO to pay. To stop most of that, spms need to stop accepting these notes, do not swap them over. If you do take a large volume of notes and they are forgeries, if they are really good, PO would write it off but they have to be very good. The notes seen by the team were not good. If a pouch contains a forgery, PO hold on to it. If it is challenged when the footage is viewed they can see the actual forgery involved.
- There followed lengthy discussion. Clarified that there was a booklet that could help identify forged notes.

ACTION

ACTION

- There was discussion about the Safescan note counters with some being dubious but the Chair had never had issues as his was on the right settings, and his had never missed a forgery and hadn't had any shortage for over 2 years. Issue seemed to be that many did not know how to use the machine correctly.
- Reported that more and more bags of coins included fakes.
- 44,000 mistakes made each year. 23,000 were a shortage. 21,000 give back money to the spm because they are over. 2 years ago PO were the benefit of the doubt to spms which cost £400,000. NFSP needed to be careful how the issue was dealt with as did not want to lose the benefit of the doubt payments.

(g) Multiples Conference

- Heads up for the Board.
- Planning a day long event on 4 February 2020 in London with multiples being invited.
- Agenda still to be decided.
- Whole point is the NFSP want to represent everybody who owns and operates a post office, which was the main aim.
- In February will be further with the remuneration review. Some multiples earn £2 million and have costs of £3 million to operate their post office network. No one wants them to pull out.

(h) Outreach Offices

- Heads up for the Board.
- Conversations for a long time with government officials and have been asked questions in relation to outreaches. Concern that in 2009 there was 800 now closer to 1,600. Government concerned about the cost of outreaches which was £6 million for PO at £3,750 per outreach on average.
- Wanted to know how they compared to Locals at providing the service? Other aspect was hard to place and may be a situation where some offices where the number of transactions is so low an outreach would be the logical way to allow them to leave.
- However, if government are questioning the number of outreaches, is it the right direction?
- There followed a short discussion.

(i) Banking

- Report circulated. We knew what was coming. Banking was on the rise but would level off and eventually decline. Board need to think of what else we could do banking wise to try and keep the number of transactions up.
- Now want to talk about Barclays. The Barclays announcement came the morning Peter Hall returned from paternity leave.

- Email and BSC sent out including the press statement the NFSP put out. Had been picked up. Main focus in the media has been the impact on consumers which is only correct. NFSP are amplifying the outrage. Peter Hall is bombarding Barclays social media quite heavily. Petition launched and looking to amplify that to keep this running for as long as possible. 4,000 signatures so far but a lot more will be done to increase those numbers. Members will be updated on what we are doing including the link to the petition an encouraging them to share with customers and on their social media. Looking to advise members that they can provide advice to Barclays customers who come in. They should continue to serve them as it is not their fault. Can advise customers if they wish to continue to use the post office that there are 27 other banks they can choose to use. PL3931 will be circulated to members so they can give to customers to show how easy it is to switch banks. The bank they move to does all the hard work.
- We can also consider providing the postal address of Barclays Chief Executive so customers can write a letter. Important to keep up the momentum and want to keep it going as long as possible. Daily Mail would be running a splash the next day. NFSP will continue working with the media. Daily Mail Money section interested in the prospect of people switching accounts. Evidence of that from social media and the petition.
- Plenty of stakeholders also interested (Countryside Alliance, NFU, Rural Services Network, Age UK, ACS and NFRN). We will engage with them and get them to broadcast the message. They may well work with us on this.
- Working behind the scenes with PO who do not want this to happen and had been feeding the NFSP with information.
- Plan to write a letter to all MPs, another idea was an open letter to Jess Staley signed by the CEOs of some of the other organisations, and Stuart Rogers was working in Westminster. Hoping to get a question in PMQs. About 200 contacts now in Parliament so get as many permutations through the initial ballot as possible to get a question asked.
- NFSP were doing a lot and would keep it going for as long as possible. Barclays want it to go away and try to bury it so the NFSP needed to sustain momentum.
- Not only was this affecting around 400,000 members of the public in rural areas, but one of the statements made by Barclays Chief Executive was you can go into any retailer and do a cash back. How dare they think they can come into our premises and their customers can take my cash.
- There followed lengthy discussion during which it was made clear that the Board were disgusted by Barclays cynical decision because they did not want to pay for the service!

3. NC REPORT

- Reports on each meeting circulated so only updates to provide.

Cash Management

- Cash management had given a commitment to communicate more with spms if deliveries were going to fail. Request for Board to keep an eye on the situation.
- New licencing rules around the CVIT drivers. May impact on deliveries for a short time but PO do not know yet.

ACTION

Large Letter Stamps

- Discussions about stamping out large letter stamps on items across the counter.
- Goes back to 2012 and the IBA signed between PO and RM, but this was not part of the agreement.
- Who had done their Mails Compliance Test? Who answered yes to stamping all of these?
- In the original IBA in 2012 not part of it. It was a change of process request that came in and was never agreed with the NFSP. CEO opinion was if a customer had come in and purchased stamps from you, you would do that as a customer service. If someone comes in with a bag of mail you have no idea where they bought the postage from, why would RM expect spms to take the time to offer a service RM don't want to do.
- That position has been communicated to PO. Happy to take Board's views.
- Originally RM were confident their new sorting machines could cancel them. Transpired the machines were not capable of doing that so RM insisted PO introduced the cancellations without even notification! Agreed with the CEOs stance.
- RM and PO would say it was compulsory. Our argument is that if the stamp is sold over the PO counter the spm has been paid. If the postage has been purchased elsewhere, neither PO nor the spm had been paid. However PO have been happy to accept a proposal being put to them by RM that adds no cost to them but a significant cost to the spm as they will have to cancel the stamps with no income.
- It appeared the general consensus was that if RM want spms to do the work they have to pay for it.

Lockers

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Irrelevant

Subpostmaster Letters Pages

Irrelevant

ACTION

Meetings

- Nilesh Joshi creating a generic questionnaire for those who attend a meeting to complete and would circulate to regional secretaries, so every region is working the same way. Questionnaire to be run past the Comms Team prior to circulation.

ACTION

Parcelshop Presentation

- Attempt to re-engage with younger customers as they were being lost by post offices.
- Parcels market was growing by 27% per annum.
- Drop off points need to be more convenient to give customers the choice they demand.
- PO want to deploy these where competitors are and where there is no post office nearby. Targeted at winning back business from competitors. Model would work best in dense rural areas such as Inner London where roll out is starting. NFSP needed to keep an eye on the roll out as it could impact the Restrictions Policy and post offices in the vicinity.
- Retailers would be audited and monitored. Very simple model but PO plan to install in high volume mails branches to queue bust at Christmas.
- The terminals are very easy to move around as they work with WiFi. Risk is if the terminals develop there could be more features put on they could grow into something we didn't plan.
- Agreed with PO that after the trial if they want to roll out it would be run through the NNL team to ensure they are not taking work away from existing branches.

Irrelevant

Automation of Horizon (integration into EPOS)

- Was under the remit of Karl Oliver but now it was Simon Lambert who was ex-Paypoint.
- Would be sold to retailers and was a method of integrating with their EPOS.
- Direct settlement would be incorporated and banking charges would be paid by the retailer.
- Products available on the system are; bill payment, lottery, mails collect and return, and British Gas would be available by January.
- Currently building smart prepay, top-ups and stamp books.
- Retailer would choose the transactions they wanted, for instance McColls only want mail. Claim it would save half an hour per day on cashing up.
- Upkeep costs – retailer, EPOS [provide build cost to retailer, bank charges to retailer, so would be more suited to multiples.
- Some live already and Co Op plan to put in all outlets by March 2020.
- There followed a short discussion.

DVLA

- Contract extended until 2023 on the same terms.
- DVLA decline at the counter had slowed and levelled out.
- Estimated around 2 million vehicles untaxed with a huge loss of revenue to government since the removal of physical tax discs.

- Disability certificates were being used fraudulently and it was being looked at as an opportunity for PO.
- Rod licences had been extended for a further 3 years.

Tablet Trial

- Tablet trial was progressing and should be live in trial branches in approx. 3 weeks with rollout after Christmas if it went well.
- In branch verification was going well and the network was widening.

Engagement

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Irrelevant

Drop & Go

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Irrelevant

- Videos were being made but no agreement as to where they would be uploaded.
- Mails Matters leaflet available for customers.

Monthly Update on ATM Payments

- 50 offices identified as not receiving their payments after NT. Now all repaid (biggest payment was around £15,000).
- Also offices identified that were still being paid with no ATM. Payments had ceased but there would be no clawback.

4. NNLs

- Already covered in the CEO report.

5. POLITICAL UPDATE

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Irrelevant

BEIS

Secretary of State the Andrea Leadsom MP is supporting meeting the NFSP on The Barclays Banks decision to withdraw cash withdrawals from Post Office Counters is on the agenda. We are grateful to BEIS Postal Affairs Minister Kelly Tolhurst MP for all the support.

HM Treasury

A further meeting has been taken place with Economic Secretary to HM Treasury. There is support to review products and services at Post Offices, there is a challenge on how consistency of training across the network, The Minister acknowledged there were "Best in Class Examples" but scalable good training and service requires a plan.

Department of Environment, Fisheries and Rural Affairs.

The Rt. Hon Lord Gardner Rural Affairs Minister is lobbying HM Treasury and BEIS on the challenges facing rural communities and is a Barclays Customer who is requesting more information on the decision.

Lord Gardner is lobbying across Government to ensure all considerations are considered for a future Government Spending review.

Ministry of Housing, Communities and Local Government

The Ministry of Housing, Communities and Local Government has the responsibility of Retail, High Streets and Towns.

The future High Street Strategy undertaken by the All Party Select Committee and published in the Spring does not even consider the Post Office (The Minister is supportive of working with the NFSP.)

Department of Work and Pensions Secretary of State the Rt. Hon Therese Coffey MP I am being advised will be listening mode and has agreed to meet the NFSP the organisation that represents and serves the most vulnerable in our Communities is acknowledged

Ministry of Defence are contacting war and service veterans to encourage they close their POCA Accounts (Johnny Mercer MP Veteran Minister is supporting follow up).

This weekend we have also agreed to meet Department of Transport Secretary of State the Rt Hon Grant Shapps MP Secretary of State Department of Transport in relation to the Future of the DVLA and encouraging inclusion of the network.

The NFSP ways working partnership with Government is based on Trust, Respect Confidentially Adding Solutions and creating a plan for the future of the Post Offices and our colleagues who like us have invested in the network.

Not having an online forum for the work being undertaken and broadcasting on social media is not the way to make progress.

The Government through BEIS is seeking feedback from Government Departments on what options there are to revisit extending services to Post Office.

There is respect and understanding that the "Making Post Office Front of Government" has seen online focus not meet this objective.

There is work being undertaken on what the future strategy of the network should be and what future products and services should be undertaken Post Offices.

There is acknowledgement that any future spending review has to be fit for purpose to ensure viability of the network (There will be a General Election in the near future seeking support on the key priorities for the National Federation of Sub Post Masters.

The NFSP is part of the working group with BEIS & Post Office and meets quarterly with a respectful and open working relationship to collaborate take the network forward. The NFSP agreed this the Minister.

The Mails Market Industry is not operating on level playing field and this is receiving support to provide more evidence. There is a challenge how service and knowledge improved through a network that trades longer opening hours in a diverse branch network.

The Post Office All Party Parliamentary Group has representation cross party.

At this time meetings are closed to Non-Members and only accessible to Member of Parliament and the House of Lords. The NFSP will have supportive MP's at these meetings.

Information received under Chatham house rules give evidence that suggests the role of the NFSP will be subject to challenge as a consequence of the Group Litigation Cases.

There will be challenges to the role of the NFSP by others. Government acknowledge the NFSP is providing ideas and solutions to create a sustainable network.

Successional planning is key to a sustainable network. Influencing Government to allow more flexibility is important.

The Department of Education should not accept a payment from Post office in the form of an apprentice levy but look at options and alternatives working with the NFSP.

Creating a succession plan for Apprentice Levy of 0.5 on salary cost over £3 Million (Reported Wages and Salaries 2018 £154'000'000 2018 accounts = £770k Levy).

Compliance to the statutory requirements. The NFSP can create the agenda and encourage the Big Conversation.

The NFSP is focusing its time on working with Government & sustain Post Offices with products and services.

The BEIS Select Committee have not met civil servants or officials to review the content of the final report prior to being published. This meeting is still to be arranged.

The Treasury select committee is chaired by a Conservative MP. This is acknowledged by other political parties from across Parliament. The Rt Hon Mel Stride MP is seeking election to chair this committee. The nomination has received seconded by the SNP. Mel has been a huge supporter of The NFSP and if Mel is elected this will really benefit SubPostmasters.

There is predicted to be a General Election in the coming weeks and months. Post Office Branches will be subject to Prospective Parliamentary Candidates will want to visit branches and pledge their support for Post Offices. There are specific statutory guidelines and obligations. I would suggest we can raise the profile of on-going support for SubPostmasters following and General Election and ensure.

- The CEO quoted from the CWU Conference this year. "Motion 50, "Conference is dismayed at the voting record of some of the CWU supported MP's. Therefore, Conference instructs the NEC to continually monitor and report back to Regional Political Forums on CWU supported MP's, MSP's and Assembly Members voting record. Reports should also contain any issues where a Supported politician does not support the CWU Position, Policy and Values. Issues relating to any of the fore mentioned should be challenged and support withdrawn if not addressed."
- Believed the CWU is trying to ensure that the BEIS Select Committee is critical of the NFSP. The CWU would like the Post Office to accept the CWU as a representative body of Subpostmasters.
- Awaiting the Judgement from Judge Frazer on the Horizon Court Case. Believed that the Labour party and the CWU will use a not favourable decision to criticise the NFSP.
- The CWU fund the Labour party to the tune of £500,000 per annum.
- The Post Office would like to set up an Academy, which would be an accredited training package for Subpostmasters and their staff. Potential for the NFSP to be part of this.
- Paul McBain had been invited to Holyrood on 4 & 5 November to talk on the demise of what could be done for the High Street on behalf of the Conservative MSP.

6a. **DIRECTOR OF OPERATIONS REPORT**

- The Director of Operation's report had been circulated prior to the meeting.

Irrelevant

Irrelevant

- Will summarise the findings of the analysis and share with the Board and also Royal Mail and Post Office.

6b. ACTING RETAIL AND COMMERCIAL DIRECTOR REPORT

- The report had been circulated.
- Robert Clack had been the Acting Retail and Commercial Director for a period of six weeks.
- The current bid, which was from January 2017 to December 2019 was based on the premise that the Retail Team would be completely self-funding by the end of 2019.
- The fact that the Retail Team is not self-funding means the NFSP is in a position where the team needs funding to go forward.
- A reality check had been given to the Retail Team at their recent meeting on what they had failed to achieve.
- The Team will need to be held to account in terms of performance.
- Working on the basis that a new grant will be made available for the Team going forward, from January 2020 the Team will have to adapt to a new way of working.
- Need to offer better value for money for not just subpostmasters but for Post Office and the NFSP.
- The three main pillars of strategy will be around retail, commercial and engagement.
- There will be a complete re-alignment of the Team.
- The team's current contracts expire at the end of 2019. This gives the NFSP an opportunity to re look at the contracts. Looking at a change in the role title.
- Would like to see more of retail developments rather than a consultancy.
- Need to do significantly more visits to subpostmasters than the team has done in the past.
- Had conducted an analysis over the past year on the amount of times the Retail Team conducted first visits. It showed that over 45 weeks of the year each consultant had done 0.98 retail visits per week.
- Whilst it is accepted they some subpostmasters require multiple visits it is recognised that significantly more visits are needed to be done by the team.
- The Team's Contracts currently state that the "role is home based, but you will on occasions have to visit". Believed this was completely the wrong way round. This will be changed to a field base role.
- Going forward from 1st January 2020 the split will be 80% out in the field and 20% home based to complete office based tasks. The team will need to be more pro-active.
- The team will be measured on performance and have targets to achieve. They will have quarterly reviews.
- Currently have 34 commercial partners. Products need to have good value for subpostmasters but also create income for the NFSP.

- 16 of the 34 current suppliers have not had one order sign up in a year.
- Commercial activity up to the third quarter was £51,000 with £31,000 generated from IPS.
- Income generated works out at £11.00 per week per team member.
- The costs of having the Retail Team is £625,000.
- Have committed to Post Office that they will be provided with regular data updates.
- Need to have more engagement with the Regional and Branch network.
- The Retail Team should engage more with Shoreham.
- Support from the Team at Shoreham is important and is appreciated.
- Retail Team members will introduce suppliers to Subpostmasters.
- Suggested suppliers attend meetings and provide free

6c.

Irrelevant

ACTION

- Sharon Merryweather to send an email reminder to those that attended.
- Send Bharat Visani a copy of what was circulated to those who attended the meeting.

ACTION

ACTION

NFSP Forum

Irrelevant

DECISION/ACTION

ACTION

6d.

- The Retail Team should have been self-financed to the tune of £600,000 by now and had not. Plus Lewis Business Media had suggested extra revenue of £300,000 on the back of it. This had not come to fruition.
- Projects specific grants from Post Office is £1 million from 1 April to 31 March the following year.
- This would be split between The Mails and the Retail teams at £500,000 per annum each.
- The bid had been submitted for the Retail Team but to date it had not been approved.
- Had informed the Retail Team that if funding was not secured the NFSP would not be able to continue with the contracts beyond the end of this financial year.
- Full sets of accounts will be provided to the Board at their March 2020 meeting.

6e. TRUSTEES TO THE BOARD OF BENEVOLENCE REPORT

- Agreed and confirmed grants were £1,241.37
- Agreed to pay £7,410.00 on the en bloc list and holding back £1,820.00 for further reporting, making a potential of £9,230.00 to be paid.
- Christmas gifts to remain as 2018, £250 per adult and £150.00 per dependent child.

7. AOB

- Sharon Merryweather reported that at Conference 2020 the theme will be "back to school",
- The Conference seating will be theatre style.
- Sue Jude thanked the Chair for the way he had conducted the meeting.

Sharon Merryweather
Lynda Willoughby

October 2019

