

Use "Tab" Key to move between Data input fields

Summary Of Achievement Of Performance Standards	
Name of Branch	Birkenshaw
Address	712 Bradford Road Birkenshaw Bradford BD11 2AE
Branch Code	163 306 6
Name of BDM	R Hart
Name of on-site Trainer	Dennis Watson
Date on-site training started	04 July 2008

Exhibit Number	
Identifying Mark	LH11

Unit		Score
Unit 1	Subjects And Session Number	9.17
Unit 2	Reports	9.00
Unit 3	Observed Conversations	6.00
Total Score		8.06

Please fill in only if classroom training has been received							
Name of classroom trainer		P Johnson					
Number of days attended		10					
Practical scores	Mod 1	75.00	Mod 2		Mod 3	88.00	Total
							81.50

45 Security	Y or N
Have the Areas on the self-assessment checklist been covered with the subpostmaster?	Y
Has a copy of the security self-assessment checklist been left onsite for reference?	Y

Unit 2 - Reports	Score
Produces and double checks daily documents ready for despatch	10.00
Produces and double checks weekly documents ready for despatch	7.00
Completes daily cash accurately	10.00
Overall Score for Unit 2	9.00

Unit 3 - Observed Conversations	Score		Score
Cash Withdrawals	10.00	Instant Saver	-
Special Delivery	4.00	Five Year Saver	-
Parcelforce 24 & 48	4.00	Motor Insurance	-
Home Phone	-	Home Insurance	-
Broadband	-	Credit Card	-
Telephony Dual	-	Moneygram	-
Travel Insurance	-	Life Insurance	-
Travel Money	-	E Top Up	-
Passport Check & Send	-		
Overall Score for Unit 3			6.00

Regulatory Compliance Workbook Completed And Answered Correctly (Y or N)	Y
If No E-mail POL Compliance Team@POSTOFFICE With Trainee Details (Y or N)	

Interim Action Plan/Comments

Performance Standards Assessment - Agents

Exhibit Number

Identifying Mark

LH12

Unit 1 - Subjects And Session Number		Covered	Score
2	Instant Saver	C	-
3	Business Awareness	C	
4	Health & Safety	C	
5	Datestamps	C	
6	Post Office Credit Card	C	-
7	Part 1: Take Over Of a Stock Unit	C	
	Part 2: Anti Money Laundering	C	
8	Introduction to Horizon and Helpline	C	
10	Stock Balancing	C	
14	Use Of Counter Operations Manuals etc.	C	
16	Postage Stamps, Saving Stamps And Retail Items	C	10.00
18	Royal Mail Services - 1st & 2nd Class Mail	C	10.00
19	Royal Mail Services - Special Delivery	C	7.00
23	Royal Mail Services - Home Shopping Returns & UK Parcels	C	10.00
25	Royal Mail Services - Recorded 'Signed For'	C	10.00
28	Part 1: A & L Cash Handling And Transcash	C	10.00
	Part 2: APS Transactions & Reversals	C	10.00
37	Postal Orders	C	7.00
42	Part 1: Travel Products	C	7.00
	Part 2: Passport Application Check And send Service	N/A	
43	Part 1: Parcelforce Worldwide - International Standard/Economy	C	-
	Part 2: Parcelforce Worldwide - Guaranteed Services (Global Priority)	C	-
	Part 3: Parcelforce Worldwide - Guaranteed Services (Datapost)	N/A	
45	Security	C	
46	Cash, Stock & Stores Management		
	Remittances In		
	Remittances Out		
47	E Top Ups/Mobile Vouchers	C	10.00
50	DVLA Premium Service	N/A	
51	Part 1: Cheque And Debit Card Acceptance	C	10.00
	Part 2: Cashcheques	C	10.00
	Part 3: Personal/On Line Banking	C	-
52	DWP/SSA (NI) Girocheques	C	10.00
54	Part 1: Post Office Card Account	C	10.00
	Part 2: Post Office Card Account	C	-
59	NS&I - Investment Account	C	-
60	NS&I - Savings Products	C	-
61	Home Insurance	C	-
63	Car Insurance	C	-
64	PO Savings - Five Year Saver & Instant Saver	C	-
65	Home Phone / Post Office Phone Cards	C	-
66/68	Motor Vehicle Licences	C	7.00
70	Royal Mail services - International Letters, Small Packets & PF	C	10.00
72	Royal Mail services - International Priority Services	C	10.00
74	Redirection Of mail	C	7.00
76	Moneygram	C	-
77	Asylum Seekers	N/A	
Overall Score for Unit 1			9.17

Exhibit Number				
Identifying Mark		LH13		
Post Transfer Contact		honecall	Visit	Phonecall
		Month	3 Months	6 Months
P	Personal Introductions:	Activity		
1	Introduce yourself, your role, purpose of visit/contact, putting priority on the visit being supportive and to encourage good ways of working. Rather than being punitive we would like to address any development needs.	✓	✓	
2	Ensure subpostmaster checks visitor identification cards		✓	
3	Sign a visitors book and ensure that the subpostmaster asks every visitor to sign on admittance to the secure area		✓	
4	Set expectations of frequency of future visits/contact. Flag up any issues around absentee subpostmaster for further contact.	✓		

Network Business Support Centre – The Helpline:

Confirm subpostmaster knows telephone number of Network Business Support Centre (NBSC) – 0845 6011022 – and ensure that it is the first point of contact for:

5	Reporting of incidents, robberies and burglaries	✓	✓	✓
6	Reporting Horizon technical faults	✓	✓	✓
7	Help with Horizon/Transactions/Business policies/suspense account	✓	✓	✓
8	Authorisation of emergency payments for card account due to Horizon system failure	✓	✓	✓
9	Authorisation to issue a vault card for a card account	✓	✓	✓
10	Query an order of stock/stores or non receipt of a distribution	✓	✓	✓
11	Other enquiries such as contacting the BDM if appropriate	✓	✓	✓

Human Resources Service Centre:

12	Confirm that the Human Resources Centre (HRSC) should be the first point of contact for:	✓	✓	✓
13	Remuneration queries	✓	✓	✓
14	Application for sickness and holiday substitution	✓	✓	✓
15	Resignation and vacancy information	✓	✓	✓

Training:

16	Go through the training report and ensure learning action plan completed, discuss knowledge gaps.	✓	✓	✓
17	Only if required, request a further intervention visit for the subpostmaster by e-mailing NSA Centrally Supported .	✓	✓	
18	Confirm that the subpostmaster is aware of their responsibility to train all staff	✓		
19	Inform the subpostmaster that training for most new products will be done remotely by either work book or operational focus magazine	✓		
20	Ensure that the subpostmaster is aware of the need to attend out of hours training courses	✓	✓	✓
21	Check Regulatory Compliance is completed verbally for phone contact or on face-to-face visit that receipts are attached to R.C. workbooks	✓	✓	

Staff:

22	Ensure that the subpostmaster has registered all assistants with the Human Resources Service Centre	✓	✓	✓
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23	Ask if staffing levels have been sufficient to meet customer demand since taking over. Are there sufficient staff for peak periods/new opening hours.	✓	✓	
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Losses:

24	Identify the balance results with the subpostmaster	✓	✓	✓
25	Ensure that the subpostmaster is aware that all losses must be made good immediately	✓	✓	✓
26	Explain that Transaction Corrections will be issued by Chesterfield for mistakes that are made. These will require money to be made good by the subpostmaster or will be to the subpostmaster's benefit. Any disputes should be discussed with Chesterfield.	✓		

Conditions of Appointment: (BDM to complete if Account Managed)

27	Confirm with the subpostmaster that any opening hours changes have been implemented immediately and communicated. (At 3-month visit check door sign relates to new hours - get Subpostmaster to order new signage if necessary). If not intending opening new hours discuss reasons for this and liaise with CA as to next steps.	✓	✓	
28	Confirm that the subpostmaster is aware of the other Conditions of Appointment and actions are in place to meet timescales. If not completed discuss reasons for non completion, agree a new timescale and give action for Spmr to achieve new timescale. If there are objections to this explain the reasons for setting COAs and see if you can resolve if not please liaise with CA.	✓	✓	✓

Security:

29	Go through the security checklist with the subpostmaster, and identify any gaps	✓	✓	✓
30	Go through the compliance checklist with the subpostmaster, and identify any gaps		✓	
31	Confirm with the subpostmaster that alarms should be tested every week and recorded in branch	✓	✓	✓
32	Observe lapses in security and get subpostmasters to tackle areas of underperformance		✓	

Financial: (BDM to complete if Account Managed)

33	Ask if the initial costs for setup are in line with forecasted amounts		✓	
34	Ask if income is meeting the forecasted amounts outlined on the business plan. If they are not does the Spmr require some sales coaching, techniques to help?		✓	
35	Has the Spmr conducted the marketing as outlined on their business plan? What effect has this had? Do they plan any more activity, what ideas do they have?		✓	

Feedback

36	Leave a customer feedback questionnaire and explain to the subpostmaster that they are completing the form in relation to the initial training received not the Post Transfer Vist.		✓	
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List any concerns for review by Contracts Advisor (when emailing the report back to either NSA Centrally Supported or NSA Account Managed copy the Contracts advisor in if there are any concerns listed here)		✓	✓	✓
Section	Details of the concern or non-compliance to be followed up - quote letter and line number from the appropriate tab on the worksheet i.e. Process (P) Security (S) or Compliance (C).			

Exhibit Number	
Identifying Mark	LH/3

Subpostmaster Security Assessment
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S	Access
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- 1 What's the correct procedure used for admittance of visitors? How do you record this?
- 2 When arriving at the office what is your entry procedure?
- 3 The Counter Access door should be kept closed and locked at all times. Where do you keep the key?
- 4 Before opening the Counter access door, what do you do?

Compliant?	Compliant?	Compliant?
1 Month	3 Months	6 Months
YES	YES	YES
YES	YES	YES
YES	YES	YES
YES	YES	YES

Parcel Hatch

- 5 Is it only opened as far as necessary and closed immediately after use?
- 6 When accepting a parcel from a customer, if you were suspicious of a customer's intentions, how would you take the parcel from the customer?
- 7 Is the hatch in good working order?
- 8 Do you regularly check it, to ensure that the springs operate correctly, the lock is in good working order and there are no loose nuts and bolts?
- 9 Do you know where to order replacement locks/springs? (Pioneer Welding 01843 599105 emergency out of hours 07841 209797)

YES	YES	YES
YES	YES	YES
YES	YES	YES
YES	YES	YES
Advised	YES	YES

Cash at the Counter

- 10 Is your working cash kept in a drawer, out of sight of customers, not on the counter top?
- 11 How much cash do you keep on the counter?

YES	YES	YES
YES	YES	YES

Rems

- 12 What do you do after delivery of your REM?
- 13 When you have cash or stock to return where do you keep the REM pouch?

YES	YES	YES
YES	YES	YES

Safe

- 14 Where do you keep the safe keys during the day?
- 15 (If available) How do you use the 40-min time delay compartment in the main safe?

YES	YES	YES
N/A	N/A	N/A

Security

- 16 What's the Hostage Emergency phone number? When would you use that number?
- 17 Do you have a copy of the "Operational Manual" Security booklet COMB 58/1 at your branch? (If not, please order a copy from stores and ensure you read this booklet periodically, to remind yourself and your staff of correct procedures.)

Advised	YES	YES
YES	YES	YES

Exhibit Number

Identifying Mark

LH/3

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Subpostmaster Compliance Assessment**C** Horizon

Compliant?

3 Months

- 1 Who knows your Horizon password?
- 2 How would you know if someone had tried to logon using your user name?
- 3 What do you do with the Horizon screen when the counter is left unattended?
- 4 Where do you keep your PMMC card? Where do you keep you PIN?

YES

YES

YES

YES

Mails

- 5 Where is mail kept while waiting to be collected?
- 6 Are Horizon ADC receipts on hand to confirm that training has been completed by the PMR / OIC / BM and all team members?
- 7 Where are your Priority Service items kept prior to being collected?

YES

Advised

YES

FSA - General

- 8 What can't you do when selling FS products? If necessary explain what selling products on a non-advised basis means.
- 9 How would you deal with customer queries or complaints in relation to financial services and insurance products?

YES

YES

FSA - Promotional Material

- 10 Are you aware that you cannot produce any promotional material for financial services, such as, posters for display in your branch or leaflets for handing out to customers? Check compliance.
- 11 Undertake a check of material on hand, compared to the latest display instructions to ensure there is no out of date material on hand.

YES

YES

FSA - Travel Insurance

- 12 Before completing a travel insurance transaction, what needs to be handed to a customer? Are your staff aware of this?
- 13 What needs to be read out to the customer before completing a Travel Insurance transaction?

YES

YES

Anti-Money Laundering

- 14 How would you recognise a suspicious transaction? Give two examples. Are your staff aware of how to spot suspicious transactions?
- 15 What are the ID requirements? Are your staff familiar with these?
- 16 What's the process for recording customer ID? Are your staff aware of the process?
- 17 How do you report a suspicious transaction? Are your staff aware of how to report suspicious transactions?
- 18 How do you deal with customer queries or complaints? Do your staff know how to deal with customer complaints?

YES

YES

YES

YES

YES

General

- 19 How do you dispose of sensitive waste?
- 20 What are your responsibilities regarding the Data Protection Act 1998?
- 21 What are your responsibilities under the Restrictions Policy?

YES

YES

YES

Exhibit Number

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LH13

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Procedures, Accounting and Observations

- 22 Look at the Horizon screen and check the Trading Period is on the system is the correct one
- 23 Check Branch Trading Statement dates so far and ensure they are correct and that the Spmr is aware that these dates cannot be deferred
- 24 Where do you keep your cash declarations daily and reports?
- 25 Are all entries found in the suspense account valid & supported by the correct documentation?
- 26 Can the Spmr demonstrate a satisfactory procedure for filing and housekeeping of accounting paperwork?
- 27 Have all obsolete stock and philatelic items been returned ?
- 28 Are printouts retained for incoming and outgoing remittances?
- 29 Have all transaction corrections been brought to account?
- 30 Check that the Spmr is conversant with the process for dealing with transaction corrections - (If non received so far check understanding of the process)?
- 31 Are the Spmr and staff complying with the Business Standards regarding customer service and appearance of office?
- 32 Is the POPOS material in the office up to date, coded and correctly displayed?
- 33 When observed did the Spmr and staff carry out all the counter transactions correctly?

YES
YES
YES
YES
YES
YES
YES
YES
YES
YES
YES

Sales

- 34 Are the Spmr and staff having "quality conversations" with customers in line with the PO conversational selling model?
- 35 When observed did the Spmr or staff introduce any products other than the one specifically requested by the customer?
- 36 When observed did the Spmr support the conversation with POPOS material where appropriate?
- 37 When observed did the Spmr up - sell any products eg books of stamps from singles, RMSD from recorded?
- 38 Where is your copy of the HomePhone code of conduct?

YES

If applicable**Flexible planning**

- 39 Is the branch monitoring their cash flow?
- 40 Is the branch aware of the telephone number for the Flexible Planning Team?
- 41 Can the Spmr demonstrate an understanding of where to find delivery information, cut off times and how to adjust and cancel rems?

YES
YES
YES

Non flexible planning

- 42 Can the Spmr produce their Flexible Planning Team letter?
- 43 Is the ONCH figure for the previous night on target?
- 44 Is the branch aware of the telephone number for the Flexible Planning Team?
- 45 Can the Spmr demonstrate an understanding of where to find delivery information, cut off times and how to adjust and cancel rems?

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Open plan and combis

- 46 Are levels of cash, stock and mvls being kept to a minimum and within open plan guidelines
- 47 Does the Spmr have a copy of the open plan ways of working and understands how to operate open plan format

N/A
N/A

Lottery

- 48 Can the Spmr demonstrate an acceptable procedure for managing lottery ticket issuing, cancelling and prizepayment?
- 49 Can the Spmr demonstrate an acceptable procedure for managing scratchcard sales and prize payment?
- 50 Is lottery accounting through Horizon being done on a daily basis?
- 51 Are all staff conversant with Gaming Law governing the sales to under 16s?

YES
YES
YES
YES

ATM

- 52 Can Spmr demonstrate an acceptable procedure for ATM security and accounting through Horizon?
- 53 Is the cash included in the cash declaration (broken down by denomination where applicable)?

YES
YES

Cash Declaration

- 54 Does Cash on hand agree with figure on Horizon (ONCH)?
- 55 Does Cash on hand agree with figure on Horizon (FONCH)?

YES

Exhibit Number	
Identifying Mark	LH13

Exhibit Number	
Identifying Mark	LH13

Office Name	BIRKENSHAW	
Office Code	163 306	
Telephone	GRO	
Office Address	712 BRADFORD ROAD	
1st line	BIRKENSHAW	
2nd line	BRADFORD	
3rd line		
Postcode	BD11 2AE	
Contact	Date	Carried out by
1 Month Contact	29.08.2008	DENNIS WATSON
3 Month Visit	17.10.08	Stan Ashcroft
6 Month Contact	14.03.2009	DENNIS WATSON