
From: CN=Lee S James/OU=e/O=POSTOFFICE
Sent: Tue 21/04/2009 2:46:31 PM (UTC)
To: jayne.l.harrison[GRO]; kjetil.fuglestad[GRO];
ketul.patel[GRO]; alex.goodwin[GRO]; guy.hodgson[GRO];
laura.tarling[GRO]; steve.z.fox[GRO]
Subject: Fw: Questions from the monthly board pack
Attachment: March 2009 report for Network Director v2.doc

FYI
Functional reports sent this am didn't include the network report
Lee

Concept Delivery Manager
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----- Forwarded by Lee S James/e/POSTOFFICE on 21/04/2009 15:45 -----

Mark S Wright
15/04/2009 14:57

To: Paula Vennells/e/POSTOFFICE@POSTOFFICE
cc: Sue Huggins/e/POSTOFFICE@POSTOFFICE, NCLT, Angela D
Johnston/e/POSTOFFICE@POSTOFFICE
Subject: Questions from the monthly board pack

Paula,

Thank you for the questions relating to the board pack - Sue has asked that I send the response below to you (along with a slightly amended pack) and Sue will call you once our meeting has finished:

Ludgate Circus - POL's 1st unmanned Post Office service scheduled to go live on Monday 20th April, work is continuing this week to install Signage, Post & Go terminal and stamp vending machines. Although a few snags hit last week and the hand-over of the premises has been delayed until Friday 17th April due to unforeseen building works all are confident that we will open as scheduled.

The operation will be managed by our franchisee at Southwark in a similar way to our existing core & outreach models. Support has been planned for the 1st four weeks of operation where we will have field change advisors permanently on-site as customer hosts and to gather essential data including issues with terminals. Leaflets have been handed to customers over the past three weeks from the existing Crown branch, these explain the new service and the opening hours (09:00 - 17:30 Mon - Fri).

Royal Mail have been fully engaged and will continue with the existing collection pattern as per the Crown branch, our data collection will determine future pattern for visits from the operator & Royal Mail.

Force Majeure - as each of the area plan concludes, we are seeing an increase in the levels of force majeure closures. Due to the phasing of the plans over the life of the program, the full effect of this will not be fully realised until

the programme is complete and our subpostmasters intentions understood. It is worth noting that we are now much better placed to effect interim arrangements in order to maintain service. However, we are not currently seeing a significant increase in the level of force majeure closures, but given the current economic climate will keep this under close scrutiny.

840 live Network Cases - this covers relocations, refurbishments, closures, requests for additional Horizon equipment etc.

Local Funding - both of the following were closures under the NCP are likely to open on locally funded basis during the next quarter:

Tytherington - this is being "driven" by the MP Prof Steve Webb (Lib Dem shadow secretary for work and pensions) and in part is being funded by an increase in the parish precept following a local referendum.

New Covent Garden - we have been working with the New Covent Garden Market Traders to establish a locally funded service

Horizon Integrity - this involves cases where a small number of MP's (3) have sought to challenge on behalf of suspended subpostmasters the integrity of Horizon on the back of losses / accounting issues.

Consultation - the majority of the 46% increase in bau cases is due to the increase in the level of branches that we are re-opening following a period of closure.

Regards,

Mark

Regional Development Manager

Mobex: Mobile: