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# Branch Support Programme

Work stream meeting – Thursday 31st July 2014



# Agenda

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1. Action point up-date - 10 mins
2. Up-date on Business Transformation – 20 mins
3. Overall Programme Status
  - High level milestone plan – review of activity planned for Q2
  - Activities we need to accelerate
4. Up-date on KPIs and content for August Transformation Committee
5. New risks and issues
6. AOB





# Milestone Plan

Activity/Work stream	Owner	Benefits/Metric associated	Q1	Q2	Q3	Q4
Pre-appointment	Lin Norbury	£30k per annum resource saving			<div><div></div>Launch revised application process</div> <div><div></div>Streamline supporting interview process</div>	<div><div></div></div>
Training	Sarah Malone	£450k saving 95% satisfaction			<div><div></div>Revise counter training room content to on-line platform</div>	<div><div></div></div>
Communications	Richard Weaver			<div><div></div>Launch branch communication research</div> <div><div></div>Review findings of research to identify solutions</div> <div><div></div>Agent engagement survey launched</div>		
Operational Support	Amanda Stevens	£635k NBSC £640k FSC £530k Network Services		<div><div></div>Root cause analysis of NBSC calls begins</div> <div><div></div>Start of Network Services review</div> <div><div></div>Start pilot with FSC</div>	<div><div></div>Deploy CRM across Ops Support areas</div>	
Physical Support	Drew McBride	£250k audit admin £100k audit review		<div><div></div>Centralisation of audit admin</div>		<div><div></div>Revised audit process launched</div>
IT	Peter Prior-Mills		<div><div></div></div>	<div><div></div>Branch profile requirements identified</div> <div><div></div>Branch profile options scoped, agreed and build starts</div> <div><div></div>Bureau duplicate receipt launched</div>	<div><div></div>Revised cheque rem process launched</div>	<div><div></div>Deploy CRM</div>
Leavers	Lin Norbury	£1m net debt 50% spmr suspensions	<div><div></div></div>	<div><div></div>Revised contractual breach policy launched</div>		
On-line Regulatory Compliance	Gayle Peacock	£51k joiners (14/15) £135k additionally after full migration	<div><div></div></div>	<div><div></div>Prototype ready for testing</div> <div><div></div>New joiners process launched</div>	<div><div></div>Being migration of remaining network</div>	
HORIce	Gayle Peacock	50% reduction in audit shortages > £10k	<div><div></div></div>	<div><div></div>Launch of HORIce pilot</div>		



# Branch Support Transformation Programme

**Programme Summary** – To improve the support we provide to subpostmasters and operators in the running of their Post Offices from the moment they join to the point where they leave the business.

## Programme Scale

Cost C. £4.1m (+ VR c £4m)  
Timescales - complete by March 2015

Time	A
Cost	G
Benefit	A
Quality	G

## Performance (Benefits)

Programme KPI	Period 4		Full Programme	
	Target YTD	Actual YTD	Target (RAG)	Forecast
Operating cost reduction			£3m	£3m 15/16
Number of spmr suspensions	5		60 p.a.	60
Reduction in agent net debt	£1m		£1m	15/16 full year
Satisfaction with training	95		95%	95% 15/16
Reduction in calls to NBSC	25		25%	25% 15/16
Reduction in >£10k shortages	7		50%	Full year

Status Update

## Customers, Colleagues and Third Party Engagement

### Customers

### Colleagues

### Third Parties

## Risks

## Delivery Plan RAG status (Time)

