

Branch Support Programme

Work stream meeting – Thursday 31st July 2014

Agenda



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

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

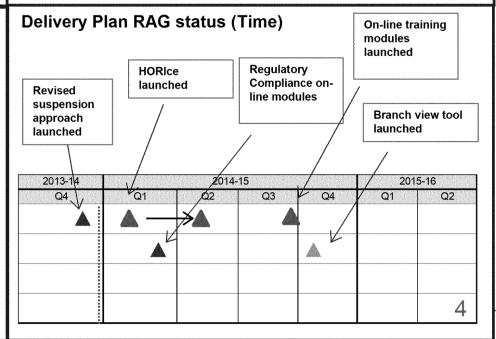


Period 4		Full Programme		
Target YTD	Actual YTD	Target (RAG)	Forecast	
yearen received and St.	an construction property (Col. Col. Col. Col. Col. Col. Col. Col.	£3m	£3m 15/16	
5		60 p.a.	60	
£1m		£1m	15/16 full year	
95		95%	95% 15/16	
25	***************************************	25%	25% 15/16	
7		50%	Full year	
	Target YTD 5 £1m 95	Target Actual YTD YTD 5 £1m 95	Target YTD Actual YTD Target (RAG) 5 60 p.a. £1m £1m 95 95% 25 25%	

Status Update

Customers, Colleagues and Third Party Engagement					
Customers					
Colleagues					
Third Parties					

Risks



COMIDENIAL