

Message

From: Paula Vennells [GRO]
Sent: 15/08/2014 10:21:32
To: Neil Hayward [GRO] Nick Beal [GRO] Kevin Gilliland [GRO] David Ryan1 [GRO]
CC: Gavin Lambert [GRO] Martin Edwards [GRO] Chris M Day [GRO] Martin George [GRO] Ian Kennedy1 [GRO]
Subject: The NFSP/A few 'think digital' thoughts

Apologies for the long note - it comes after the quarterly CEO meeting yesterday with the NFSP and is confidential - please don't forward.

Firstly, thank you to Nick and Neil for the preparation; and to Neil especially for handling and steering the meeting. There were some dark moments and difficult discussions - Neil you were really excellent. We are keeping the trust, which is good.

Giles' note, which I circulated earlier (Nick/Ian fyi - see below) reminded me of how far the Fed are behind the digital curve, it adds a further degree of challenge to their claim that they can deliver support services for the network under a new TOM. A point I tried to land in the meeting but am not sure they 'got' it. online email/video/support has to be cheaper. provided by the Fed - great. But the gap to get there...

I know you have all been involved in thinking about how we work with the Fed going forward. But I'm now asking you to up the pace and depth of thinking. We need to be horizon scanning many angles, and one of the biggest questions in my mind is just what we think they can do for the grant funding. Otherwise, we are setting up a false promise that lacks integrity; or if we took Ian Park's proposition yesterday, knowingly agreeing to pay out where we don't have any work to give them. If they are not able to transform themselves to deliver the level of digitally enabled services that we shall require, any ongoing payment becomes a subsidy for a failing organisation. Not acceptable. Not inevitable. But it needs clear and integrated planning to get to the right outcome.

I was speaking to Kevin this am and debriefed him. Having the right postmaster in Bishopsgate as part of the team will start to make a difference to their digital understanding - this needs progressing asap please. We shall need to take them with us digitally or we shall 'lose' them along the way. Martin, I wonder whether Giles could also give some thought to what other customer/digital projects there are, where we could proactively involve the Fed as part of a team? Kennington?

We don't have time to play parallel streams, ie., shadow meetings which we have sometimes had to do in the past. Rather we have made commitments, they are keen to be involved, we must involve them. However, their contribution may or may not be what we need and the sooner we know the better. Eg., I asked what network services they could pilot quickly to prove a case. Mervyn mentioned previous suggestions he had made but there was nothing specific, and he then said they had no money.

Kevin you need to think with David what they could do that could be genuinely useful, digital, and that could work under a new TOM. The two of you will have to steer this, to help Neil and Nick progress the negotiations. If you don't, we will be in constant disagreement - a distraction we need to discard quickly. We cannot be saddled with future payments and an MOU commitment that is out of sync with our new ways of working; yet they have to find a way though the November Special Conference.

When I get back I'll put in a meeting to be updated on the thinking and the various options - there are one or two that are radical (they mentioned yesterday and include them losing the vote at conference); we should not discount those - it is anyway an outcome to explore. But in the meantime we must proactively involve the NFSP

as a business partner, it is likely to be the most sensible way forward and for the moment the one that keeps the pace up.

I know you have various meetings set up over the next week - BTr, Bishopsgate, which demonstrate that willingness. This will not be easy and is crucial to get right. I don't think we know what that looks like yet. For clarity, Neil is the ExCo lead; but what I can see already is that it is already another example of collaborative PO working - thank you.

Paula

Sent from my iPad

Begin forwarded message:

From: Paula Vennells [GRO]
Date: 15 August 2014 10:05:32 BST
To: Martin George [GRO] Gavin Lambert
[GRO] Nicholas Kennett [GRO]
Kevin Gilliland [GRO] Martin Edwards
<[GRO] Chris M Day [GRO] Chris
Aujard [GRO] Alwen Lyons [GRO]
Mark R Davies [GRO] Neil Hayward
[GRO] Lesley J Sewell [GRO] David
Ryan [GRO]
Cc: Giles Dunning [GRO] Alana Renner
[GRO] Neil Wilkinson [GRO] Paul
Bleasby [GRO] Aidan Alston [GRO] Piero
D'Agostino [GRO]
Subject: Fwd: A few 'think digital' thoughts

Just to share a note from Giles - i won't get it all in my blog but I thought it was good and helpful. Very simple examples that show this is just a different way to think and solve problems.

Neil and I were talking yesterday about how we best set ourselves up to lead the business in the work we are doing. Gabriella will be catching up with you. Not least is the need for us to be serious about digital thinking and action. As we know, we are behind the curve as a business and leadership in this area is going to be a challenge for some of us. Aidan will be mentioning it at the ExCo meeting next week re how you prepare your teams for the move to our new Post Office Customer Support Centre at Finsbury Dials.

So see below; the more we share thinking and examples, just to get it into our consciousness, the better.

#thinkdigital

I will be speaking to some of you today but if not, and you are going away, enjoy your break. I'm looking forward to mine. Thank you for your support particularly in the last few weeks, we are starting to make good progress in a very challenging but game-changing context. Please keep the pace up.

Paula

Sent from my iPad

Begin forwarded message:

From: Giles Dunning [GRO]
Date: 14 August 2014 18:38:14 BST
To: Paula Vennells [GRO]
Cc: Avene O'Farrell [GRO]
Subject: A few 'think digital' thoughts

Paula,

As promised here are a few thoughts/ examples that show how we are all capable of thinking digitally.

On visiting the Kennington Park branch this afternoon, the team are full of things that we could do to make customers lives easier and make them more productive - and the trigger that got thoughts flowing was, in the first instance 'think about the problem, not the technology'. Think about what is not working, and then how better technology or better information would make things easier.

This lead to, amongst other things:

Why do I have to print out my sales report from the point of sale, and then work out my progress and write it on a whiteboard to show my staff before the day starts. That should happen automatically.

So it's as simple as 'be clear on the problem statement, and think 'wouldn't it be great if...'. Because the odds are that we can.

Strange anecdote - but an interesting one.

I know they are already thinking digitally when they can serve a customer that barely speaks a word of English by using their mobile phone to translate into Romanian and end up with a very happy customer - brilliant digital thinking.

Hope that's useful.

Giles