



## **Joint statement - Crown cost challenge Resourcing for Crown branches with retail positions**

Significant progress has been made towards meeting the Crown network's challenge of removing £10m of costs this financial year. As part of meeting this challenge Post Office and CWU have reached a new agreement on the resourcing arrangements for Crown Offices that are retaining retail positions.

### **Crown Offices retaining retail positions**

The national agreement for the up-skilling and transition of Retail Sales Consultants to Customer Service Consultants enabled colleagues working in PostShops to undertake all customer facing roles in the branch, and the new retail positions to be used for a wider range of counter services.

As the Crown Office refurbishment programme is now complete we have been able to assess the hours required in the 84 branches which have retained a retail position.

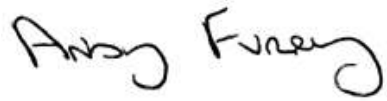
The agreement takes into account that retail space has on average reduced by 55% as a result of the refurbishments, and the time needed for retail activity has therefore reduced significantly. It also acknowledges that branches with a high volume of lottery sales need extra resource for this work.

The minimum weekly allowance for branches with resourced retail positions will be 60 hours with a further 20 hours allocated to the 27 branches with high retail and lottery sales. These allowances reflect that some retail sales will be handled at the main counter.

The Crown Offices with resourced retail positions that are in phase three of the duty revision programme will have the above hours factored into their new templates, which will be going live in January. Branches which were included in phase two will, in light of this agreement, be revisited once phase three is completed.

### **Summary**

We are pleased to have reached agreement on this important element of resourcing our Crown Offices. The agreement supports our aim of controlling costs in the Crown network, which will make us more competitive as we continue on our journey towards a sustainable and profitable Crown network for the future.



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