



Joint statement - Crown cost challenge Cover arrangements in single manager Crown Offices

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 146 ABM roles will be removed from the Crown network and Post Office and CWU have reached an agreement on the arrangements for covering these roles in the future.

Additional customer serving hours

To support the 146 single manager Crown Offices and to help maintain customer service from 4 January, an additional 12 hours a week customer serving time will be included into their budget. The existing resourcing level for each branch will be taken into consideration, therefore if there are currently more hours than template at a branch the actual increase will be less than 12 hours. Similarly if a branch is currently below template the additional 12 hours will be added to the existing shortfall, and resourced appropriately.

Branch manager cover

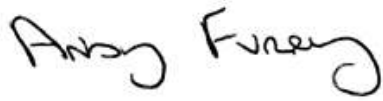
A simplified process will apply to colleagues who cover for the branch manager when they are away from the office for more than 3½ hours (Mon-Fri). This could be for example when the BM attends their CAM meeting or for their rest day. This cover will attract an hourly allowance of £1.20. The allowance will be available to advanced level CSC selected from a pool of volunteers within the branch. Colleagues covering whilst the BM is away will be expected to take on some but not all aspects of the BM role.

Implementing the changes

These new arrangements will be implemented from January in branches where managers have taken voluntary redundancy and left the Post Office at the end of December. If however the ABM remains in the branch, the additional 12 hours a week and the BM cover allowance will not apply until they have left the branch. Opportunities to use other managers to cover branch managers' absences will also be explored.

Summary

We are pleased to have reached agreement on this important element of resourcing our Crown Offices. The agreement supports our aim of reducing 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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