

No. 425/22

Date 26th October 2022

Dear Colleagues,

Royal Mail's Customer Service Points (CSP) – Workplace Questionnaire

Branches will recall Letter to Branches (LTB 317/22) issued on the 22nd of July setting out a review by Royal Mail on Customer Service Points (CSP) estate and opening times, which followed an earlier review by the company on CSP arrangements held May of 2021.

Whilst these two former reviews had been covered by agreed National Statements and supporting documentation, it should be noted that these reviews took place against what was an increasingly poor state of industrial relations within Royal Mail. Nonetheless, the Postal Executive took the view that this was the right decision at the time, to have in place and to provide our Representatives with an agreed framework to engage with local management on these reviews, which ensured that any wider duty/individual member's issues were dealt with via the relevant National Agreements, including safeguard individuals within units who are covered by the Equality Act.

Since then, the Outdoor Department has remained extremely aware that Royal Mail continues to review CSP arrangements driven by a narrative that has developed since the Covid Pandemic that any hours used in this area is wasted cost and a drain on the company's finances.

Accordingly, we have been advised by Royal Mail that they are now due to undertake a further review of the future of CSPs in each Delivery unit, which is to take place within less than three months of the last set of CSPs changes.

Attached for the attention of Branches and Representatives is a Royal Mail document entitled: **Customer Service Points (CSP) Review Questionnaire**, which local management will now be asked to complete and submit. The questionnaire is seeking feedback in a number of general areas such as:

- Other (non-parcel collection) work – so PO Boxes, account drop off, Relay engineers etc.
- Current spend (hours) in the CSP and how it is resourced – duty, SA, OT
- Tech hardware – if we are able to roll out a SPS type solution everywhere, we need to make sure offices are set up for it
- CSP staff preferences – if there is a big change in CSPs, would they be looking for redeployment (and if so, are they fit & able to undertake delivery work) or would they be interested in VR (obviously not binding on either side – just an indication).

In response to this latest development, we have advised Royal Mail that we will not support this further review at national level, as we believe its only aim is to justify further reductions in CSP arrangements across deliveries. Equally, we have also expressed real concern at the questionnaires 'CSP staff preference' section, which will only serve to unnecessarily cause concerns with individual members who perform these duties and roles; in addition, this section simply reveals the real background aim of the overall questionnaire.

As such, we are advising Branches and Representatives not to get formally involved in this Customer Service Points (CSP) Review Questionnaire if approached by local management.

However, and in setting out this position for our Representatives, we are fully aware that individual members who perform CSP roles are also due to be directly approached as part of the questionnaire. Therefore, and in a further exchange of correspondences, Royal Mail has confirmed with the Outdoor Department that no pressure should be applied by any local managers to individuals to partake in the questionnaire and the 'CSP staff preference' section in particular, and that involvement sought is purely voluntary.

If members choose to be involved in this questionnaire and request CWU representation accordingly, our Reps should as per normal accompany and support the members as necessary, but on a 'without prejudice' basis due to the union's wider position.

The CWU has consistently and will continue to challenge Royal Mail over their ongoing position of simply wanting to reduce CSP opening hours and reduce this service for customers. The union holds the view that instead of seeking to reduce CSPs access for customers, this should be seen as a real opportunity to grow and expand further commercial and service offerings, helping to both generate innovation along with income for the company.

We are also further concerned that the continued attempts by Royal Mail to reduce CSPs arrangements and opening hours will further erode the company's ability to support those members who require adjusted duty arrangements and those covered under the Equality Act.

For a company that continues to bellyache about the need to innovate and grow new customer services, it has remained backward thinking on the value of Customer Services Points and has shown a clear absence of understanding of this important service to customers and the considerable revenue streams already linked to CSPs.

Sadly, this LTB sets out a further challenge for the union and our members on the future direction of Royal Mail and again highlights a simple lack on the part of the company to genuinely invest and seek to grow our industry.

Whilst we will keep Branches and Representatives advised of developments, any queries to the content of the above please contact the Outdoor Department reference 532, email address: njones@cwu.org.

Yours sincerely,

Mark Baulch
CWU Assistant Secretary

Customer Service Point (CSP) Review Questionnaire

Introduction

Our CSPs have evolved over time to serve a variety of customer and business needs. CSPs have seen a reduction in footfall (over 50% since pre-pandemic volumes) and changes in customer behaviour. With an increase in customers working from home, consumers expect parcels to be delivered first time and have grown accustomed to convenient delivery options that are offered across the delivery industry.

We therefore need to regularly review our services and how they work. To do this we it's essential to understand our current position to form a base line of how our CSPs operate in terms of resourcing, the equipment it has and the level of commercial services it provides. For that reason, a data-gathering questionnaire has been designed for you (the COM with Indoor staff [CSP] responsibility) to complete.

The questionnaire is spilt in two: **Unit Input** and **People Input**.

Unit Input will take approximately 15 minutes to complete.

People Input will take approximately 5-15 minutes to complete depending on the number of people you have completing CSP related tasks.

Please complete the survey in one sitting preferably but you can save and return providing there's an entry in each box where there's an *. Please remember to always click 'Save'. The next page shows what the SharePoint and questionnaire look like with key hints & tips to follow on how to complete.

Questionnaire Link & Guide

[CSP Review Questionnaire](#)

(NB. If you can't access this link, please raise a ticket with IT Service Desk as it's likely you do have your computer access set-up for accessing SharePoint sites.)

Step 1:

SharePoint Search this site

BROWSE PAGE

Change Programme & Support CSP EDIT LINKS

Unit Input Input data once only

STEP 1. Click on unit Input (can click the picture of the building)
You will only need to complete this once for the Unit

Input data once only

Home Notebook Documents Pages CSP_Unit_Input CSP_People_Input Recent Site contents Recycle Bin EDIT LINKS

People Input - Input for as many CSP staff members that work in the CSP

Step 2:

SharePoint Search this list

Save Cancel

New item

Name of COM with CSP responsibility *
Joe Bloggs

Unit Name *
ABBEY WOOD DELIVERY SUMMARY
Select unit summary name from dropdown

Are you a SPS site?
 Yes
 No

i.e. The standard booking in system for returned items (P739)

How many Desktop PC's do you have in your callers unit? (i.e. for CLEO, Track & Trace, Postcodes online, etc)
Enter a number

Do these PC's have access to a printer (A3 or A4 Laser Printer)?
 Yes
 No

STEP 2. Input the name of the COM with indoor staff (CSP) responsibility, ideally this is who should complete the questionnaire if available to do so.
Continue by selecting your unit from the drop down list and answering the questions!

SharePoint Search this list

Home Notebook Documents Pages CSP_Unit_Input CSP_People_Input

Save **Cancel**

New item

Name of COM with CSP responsibility *
Joe Bloggs

Unit Name *
CHELMSFORD DELIVERY SUMMARY

Select list items from dropdown

NB. Always click 'save' if you need to pause to deal with something else or need to go find out the information for the question, just ensure both 'Name of COM' and Unit Name' are filled in and you can pick up where you last left off...

SharePoint Search this list

CSP Change Programme Support CSP

Home + New Edit in grid view Share Export Automate Integrate

CSP_Unit_Input ☆

Name of COM with CSP responsibility Unit Name

Joe Bloggs CHELMSFORD DELIVERY SUMMARY

NB. Once you've clicked 'save' you will see your input here. Click on the item and the form will re-open...

SharePoint Search this list

CSP Change Programme Support CSP

Home + New Edit in grid view Share Export Automate Integrate

CSP_Unit_Input ☆

Name of COM with CSP responsibility Unit Name

Joe Bloggs CHELMSFORD DELIVERY SUMMARY

Edit all Copy link

Joe Bloggs

Name of COM with CSP responsibility *
Joe Bloggs

Unit Name *
CHELMSFORD DELIVERY SUMMARY

Are you a SPS site?
Yes

NB. You can fill in your answers directly here and the form will update and save automatically

Do you have access to a Zebra ZD421 Printer (Click & Drop / Bring my label)?

Yes
 No


Please see image on SharePoint home page or in the CSP Review Guide for reference

How many spare network ports are there in your CSP? (Ones not in use)


0
 1
 2
 3+

Please see image on SharePoint home page or in the CSP Review Guide for reference

NB. This is what a Zebra ZD421 Printer looks like:



NB. This is what a network port looks like:



(this would be 2 spare if not in use)

Step 3:

The screenshot shows a SharePoint form with a red header bar containing the text 'SharePoint' and a search box. On the left is a navigation pane with options like Home, Notebook, Documents, Pages, CSP_Unit_Input, CSP_People_Input, Site contents, Recycle bin, and Edit. The main form area contains several questions with radio buttons and checkboxes. A blue callout box points to the 'Save' button at the bottom of the form, with the text: "STEP 3. Check you've answered every question as best as you can, particularly the average per week/day questions, then click either of the 'save' buttons". Another blue circle highlights the 'Save' button at the top of the form.

The screenshot shows a SharePoint list view for 'CSP_Unit_Input'. The header bar is red with 'SharePoint' and a search box. The left navigation pane is visible. The main area shows a table with columns: Unit Name, Created By, Created, Modified By, Modified, and How many Sch... The table contains one row: Chelmsford DO, Karina Winch, 46 minutes ago, Karina Winch, 46 minutes ago, 10.0. A yellow callout box points to the 'Edit in grid view' button, with the text: "NB. You should then be able to see your completed questionnaire – If you select 'Edit in grid view' you can scroll across to see your answers to check you've answer everything (just another view that may help you!)".

The screenshot shows a SharePoint form in 'Edit grid view' for 'CSP_Unit_Input'. The header bar is red with 'SharePoint' and a search box. The left navigation pane is visible. The main area shows a table with columns: Unit Name, How many spare network ports are there in your CSP? (Ones not in use), and How many PO Box Collect services do you have?. The table contains one row: Chelmsford..., 0, and an empty dropdown menu. A yellow callout box points to the dropdown menu, with the text: "NB. You can see here there is no input for 'How many PO Box Collect services do you have?' you can simply input your answer here and it'll save automatically.". A blue circle highlights the dropdown menu.

Step 4:

STEP 4. Click on the 'Home' button then click on 'People Input' (can click the people icon)

Before starting this section you will need the pay numbers of the individuals who work (hold AWD duty hours) in the CSP and knowledge of duty content

Input for as many CSP staff members that work in the CSP.

[CSP Questionnaire Guide V.3.pdf](#)

Step 5:

STEP 5. Input the pay number of the first individual who works in the CSP (holds AWD duty hours).

AWD hours aligned to CSP (M24) includes:

- Serving customers
- Booking in items to SPS
- Storing/shuffling items
- Processing items for Redeliveries, Surcharges etc.

It does not include:

Indoor IPS/prep, COM support work, delivery or collection

NB. Don't default to automatically inputting their duty hours, think first if they are performing CSP work.

Step 6:

STEP 6. The following questions ask for the breakdown of their hours they perform in the CSP per day for a typical week.

EXAMPLE:

Joe Bloggs has a 37 hour contact on a 1 in 6 duty structure. On **Monday** They work 5.30 hours in the CSP serving customers etc. and 2 hours prepping – so I input '5.30' hours as these are the hours aligned to CSP (M24) work, not their full duty hours. They do the same on **Tuesday** (Rest Day) – Input '5.30' hours. On **Wednesday & Thursday** they do 6 hours serving customers incl. 2 hours booking in – I input '8' hours for each day as all hours are aligned to CSP (M24) work. **Friday** they do 4 hours CSP work, 2 hours route Manager updates and 2 hours prep – Input '4' hours. **Saturday** they do 3.5 hours serving customers, 2.5 hours collection route, 1 hour locking up – Input '3.5' hours.

NB. Include the hours a Rest Day cover would complete on a given day as this is still AWD work hours.

Step 7:

STEP 7. Ensure you've inputted the hours as best as you can, then click either of the 'save' buttons

Step 8:

The screenshot shows a SharePoint interface for a list named 'CSP_People_Input'. The left-hand navigation pane includes options like Home, Notebook, Documents, Pages, and Site contents. The main area displays a table with columns for 'Pay Number' and 'No. of their AW...'. A blue callout box points to the '+ New' button, and a yellow callout box contains the following text:

STEP 8. Click '+ New' to input the next individual who works in the CSP. Continue this for however many people you have who do AWD CSP (M24) work.

NB. You will be able to see all your inputs and make amendments directly in the fields.

END