

PAF(14)1st Meeting

19th January 2014

THE POSTCODE ADDRESS FILE

ADVISORY BOARD

Minutes of a meeting held at 13:00 on Thursday, 16th January 2014

At GB/Capscan, Moorgate House, Dysart Street, EC2A 2GU

PRESENT

Ian Beesley	Chairman
Tim Drye	Direct Marketing Association
Alan Halfacre	Mail Users' Association
David Heyes	Wigan BC
Terry Hiles	GB Group
Michael MacClancy	DX Group
Iain McKay	Improvement Services (Scotland)
Ian Paterson	UK Mail

Also in attendance

Scott Childes	AMU	items 4-7
Ian Evans	AMU	items 4-7
Steve Rooney	AMU	items 4-7

Apologies

Razia Ahamed	Google
Joel Curry	QAS
Sarah Jane Eglen	Royal Mail

1. Matters arising

PAF(13)6th Meeting Minutes

The CHAIRMAN reported that there were no matters arising that were not covered in the agenda

2. Chairman's update

The CHAIRMAN reported that he had spoken to Paul Hadley from BIS about the Katalysis report which was due to be released shortly by BIS. Mr Hadley would attend the next PAB meeting to update the Board on the Katalysis report and on the state of play with the Public Sector Licence (PSL).

ACTION: The CHAIRMAN to liaise with Mr Hadley on arrangements for the March PAB meeting.

A further meeting had taken place between BIS, AMU and the Scottish government to discuss the PSL, and it was reported that because of the separate Scottish legal system a separate PSL agreement was needed for the Scottish Government to sign, based on the same license terms as for England and Wales.

The BOARD took note.

The PAB discussed how to stimulate effective small SP interest in the Advisory Board

ACTION: The CHAIRMAN to follow up with the SP's who had responded to the Consultation on County information in PAF as an possible route to source a suitable SP.

3. Counties Consultation

A summary of the Counties Consultation had been circulated as PAB (14)1.

The CHAIRMAN had discussed the findings with AMU, and reported that there was a possibility of amending the current Royal Mail disclaimer associated with the County information to strengthen the advice that County information should not be used for postal

purposes. The CHAIRMAN also reported that he would be meeting Alan Duncan MP to brief him on the consultation and the options for taking things forward.

ACTION: The CHAIRMAN to liaise with Alan Duncan MP and to advise the AMU formally about the results of the consultation.

4. Licence review

Confidential annex available to PAB members only.

5. AMU update

WORK IN HAND ON QUALITY INDICATORS

The AMU had commissioned DQM to undertake field research to benchmark PAF against other datasets to produce quality indicators. The results would be tracked, tested and verified by March 2014. The AMU confirmed this benchmarking was a new departure and requested PAB input. The Board agreed that the CHAIRMAN and David Heyes would be its representatives for comment on the DQM work. In parallel, the AMU confirmed that there had been significant quality improvements due to work Kim Wake had been undertaking working with and alongside Royal Mail Operations to improve induction and management training.

ACTION: The CHAIRMAN and David Heyes to visit DQM and advise on quality indicators. AMU to provide the Training Materials rolled out to the Royal Mail Operations and to provide details of how the effects of this initiative were assessed.

OUTSTANDING ACTIONS (PAB(14)2)

A number of updates were agreed to the statement.

ACTION: The Secretary to update PAB(14)2 and circulate a revised version.

TAKING THE PULSE OF PAF (PAF(14)3)

The Board congratulated the AMU on the provision of better management information. Discussion focused on the proportion of changes to PAF that were notified by third parties, which stayed at around a stubborn 30%. The AMU felt that, the improvements in training for Operations staff should help drive down these figures. The PAB stressed that these welcome improvements should not, however, detract from the importance of improving communication with Local Authorities to speed up the transmission and processing of addressing data into PAF

ACTION: AMU to give an overview of developments in its management information systems at next PAB meeting

a. Compliance audit arrangements

AMU reported that there was a rolling activity programme in place with DQM.

ACTION: AMU to report on the DQM activity at the next PAB meeting in March

6. Open meeting

It was agreed that the Open Meeting should be delayed until details of the new Licence were clearer.

ACTION: The SECRETARY to make provisional arrangements for an Open meeting during April.

7. Postcodes

The AMU reported that 2014 marked the 40th anniversary of the national roll out of Postcodes. Several celebratory messages would feature in Royal Mail PR and there would be press releases to celebrate the start of Postcodes in 1974.

ACTION: PAB members to provide Steve Rooney with suggested stories, successes, or tributes to Postcodes which might be included in the Royal Mail postcode awareness campaign.

Next meeting

20th March

QAS