



NFSP statement on increases to subpostmaster remuneration – 4 November 2019

The NFSP welcomes today's announcement that subpostmaster remuneration is set to increase by £20m from April 2020. This increase is the main outcome of the review of subpostmaster remuneration that the NFSP helped bring about and played a major part in.

Coupled with the £17m-worth of increases introduced recently, as Post Office point out, this represents a total of £37 million extra for subpostmasters - a c. 10% increase in remuneration from 18/19 to 20/21 that the NFSP has achieved.

The lengthy discussions we had with Post Office throughout the summer and autumn explored different ways in which subpostmaster remuneration could be improved to stabilise, then sustain, and then grow income across the network. The NFSP argued that, right now, we need to focus on stabilisation as many subpostmasters are struggling to make a decent living.

The NFSP's remuneration consultation, which we ran back in August to gather subpostmasters' views, provided a clear indication that this assessment was correct. The consultation tested various ways in which remuneration might be changed. The results demonstrated that, above all, subpostmasters wanted simple outcomes from the review: increases to fixed and variable pay – with banking, mails and Travel Money seen as the key areas to focus on.

The announcement today delivers on these fronts and we are pleased to have successfully ensured that Post Office took on board subpostmasters' views.

Moving forwards, our view is that the progress we have made in 2019 must continue in future. We are calling on Post Office to commit to reviewing - with the intention of ameliorating - subpostmaster remuneration on an annual basis.

NFSP CEO Calum Greenhow stated: "To Post Office's credit, they have listened to the NFSP as the collective voice of subpostmasters. But the work doesn't stop there. It is imperative that we anticipate and adapt to future changes in the marketplace to ensure that subpostmasters are equipped and incentivised to grow their footfall and income. That is the only way we will be able to guarantee the long-term success of the overall business. This year we have looked to stabilise, next year and beyond we can look to sustain and grow."

ENDS

ABOUT THE NFSP

The National Federation of SubPostmasters (NFSP) is a membership organisation, which represents the UK's subpostmasters. It has more than 8,000 members who operate approximately 9,300 post office branches. It is the only organisation recognised by Post Office Ltd to act on behalf of subpostmasters.

Set up in 1897, it is the collective voice of post office operators, offering members representation, support and solutions to realise the full potential of their businesses.

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