

Bond Dickinson

Meeting: 30 October 2013

Attendees:

Team/Function	Attendees
Legal	Rodric Williams ( <b>RW</b> ) Jarnail Singh ( <b>JS</b> ) Andrew Bolc of Cartwright King ( <b>AB</b> ) Kayleigh Harding ( <b>KH</b> )
Financial Services Centre (FSC)	Rod Ismay ( <b>RI</b> ) Andy Winn ( <b>AW</b> )
Security	Rod King ( <b>RK</b> )
Communications	N/A
Network	Anne Allaker ( <b>AA</b> ) Nick Beal ( <b>NB</b> )
Information Technology & Change (IT&C)	Jeff Burke ( <b>JB</b> )
Network Business Support Centre (NBSC)	N/A

**Previous issues identified and further action to be taken**

Issue	Issues/Comments/Next steps
<b>Prestbury</b>	GP looking to review. Confirmation from Helen Rose nothing received of concern with regards to Horizon data.
<b>ATM Gluing Case</b>	Assured by COP today update to be provided and circulated to lawyers and AA.  2 additional branches - £650 issue, £11,000 issue – not clear if connected to same person.
<b>Rhigos Branch</b>	Angela met with SPM – wife acting as temporary SPM and branch reopened. Balancing support till Jan 2014 – dealt with within Network.  Further action on hold.
<b>Post &amp; Go</b>	Investigation for 6 weeks, concluded. Awaiting review on recommendations.  GP to discuss with Roger and report back.

Bond Dickinson

<b>Belfast Refresh</b>	Project manager Bob Dilitath. Integrity of data to be maintained and in accordance with best practice. To be updated further in due course.
<b>Nelson</b>	Being dealt with within Network. Support visit 31/10/13. Kath Alexander visiting with Field team to iron out further queries. Action to either be closed or agreement reached on how to take forward. Does not appear to be Horizon related.  Terms of repayment to be agreed if appropriate.  No further losses accruing.
<b>Pontycymer</b>	Field support in place. 2-3 visits. Concerns alleviated re Horizon related issues. Field support advisors advised SPM where he has gone wrong. SPM working with POL. Field support visit today. Possible further action - Someone to be put in temporarily or field support sent in until back on track and not suffering losses.
<b>Martin Griffiths</b>	To be left open to see if any further information received over the next few weeks. Next stage - possible involvement in Coroners Court investigation. Branch support issues may be identified and dealt with by Angela's team – not within remit of this call.
<b>Stock reconciliation</b>	Highlighted in a further report - Swindon were not checking pouches as they did not have Horizon number to check against. Improvement issue. Not a substantial problem within the business.
<b>Carlisle Post Office</b>	Mr and Mrs Durhan – attempting to retrieve papers, proving difficult. Went through lower Court in Scotland in 2004 – not a court of record, no transcript or recording available. Attempting to obtain papers from the Police. Crown Officer has put in an official request for papers. Lindsey McNeil at BTO believes they may have an electronic report but response awaited.  Cartwright King to update further in due course.
<b>Lake Post Office</b>	Letter sent to RW, to be reviewed.

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**New Issues Identified**

Name	Area	Issues/Observations/Comments
AW	FSC	No issues
JB	IT & C	No issues
AP and KLH2	Legal	No issues
RK	Security	No issues
JS	Legal	No issues
RW	Legal	SB team – Fujitsu making running changes due to errors on system or non-functionality – to come forward during the telecom. Some issues resolved by one part of business without other areas being aware of it.  JB to discuss with SB
NB	Network	No issues  KD could not make call. Fleckney – chasing to ascertain what has gone on and updates. KD to keep NB updated.  KD capturing all other issues re Horizon – no updates this week.
AB of CK	Legal	No issues

**Action Points**

Prestbury – GP to review and update further in due course.

ATM gluing case – AW to circulate update to lawyers. Update to be provided on next week's call.

Post and Go – GP to review report, discuss with Roger and report back.

Belfast Refresh – RW to update further with any updates.

Nelson – GP to update further following field visit.

Pontycymer – GP to update following further field visit.

Martin Griffiths – to be kept open and updated further in due course by GP or SB.

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Carlisle Post Office – Cartwright King to update further in due course.

Lake Post Office – RW to review email and provide update.

Fujitsu – JB to discuss with SB running changes made to the system and request these are fed back into the call.