



Meeting: 20 November 2013

Attendees:

**Team/Function**

**Attendees**

Legal

Rodric Williams (**RW**)  
Martin Smith of Cartwright King (**AB**)  
Andy Parsons (**AP**)  
Kayleigh Harding (**KH**)

Financial Services Centre (FSC)

Andy Winn (**AW**)

Security

Dave Posnett (**DP**)

Communications

N/A

Network

Anne Allaker (**AA**)

Information Technology & Change (IT&C)

Peter Prior Mills (**PPM**)

Network Business Support Centre (NBSC)

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

Issue	Issues/Comments/Next steps
<b>Prestbury</b>	No Horizon issues found. Conversations with Assistant, however <div style="border: 1px dashed black; padding: 2px; text-align: center;">GRO</div> Clear communication with SPM to ensure the branch clear with the explanation regarding their concerns then matter can be closed.
<b>ATM Gluing Case</b>	Engineer bailed until February. Further update to be provided in due course.
<b>Rhigos Branch</b>	No change.
<b>Post &amp; Go</b>	No change. Durham – One of Crown Managers is attending Durham to share best practice.  Report written to outline concerns with P&G machine.  As the P&G machines have been upgraded, they have needed new operating process. Sometimes communication of new processes has not been comprehensive so some branches have

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	<p>different methods of balancing which appears to be the issue.</p> <p>AA and GP to discuss the report with SB and report back on whether there are consequences for branch accounting.</p>
<b>Belfast Refresh</b>	No updates.
<b>Nelson</b>	No change. Update following further support.
<b>Pontycymer</b>	No change. Update following further support.
<b>Sandy Park</b>	No suspicion engineer had been near the branch. Awaiting information from BOI in order to update further.
<b>Historic Transaction discrepancy</b>	<p>Horizon button live which should have been de-commissioned. Icon never removed. Scale of issue – 20 branches holding values totalling £3.3k ranging from 70p to £1.8k. 3 branches with significant figures.</p> <p>AQ has established how to remove button. Attempting to establish what do to with affected branches. Whether to settle centrally and for POL to take the hit or for the individual branches to repay.</p> <p>PPM noted that there were a number of challenges around making the new changes to the system but not clearing up old issues or buttons which should not be there. For example, some buttons removed but can be accessed through PLU functions.</p> <p>PPM to discuss with Fujitsu.</p>
<b>Fleckney – DVLA transaction</b>	Known issue since 2010. SB has confirmed that enquiries still being made. Further investigations required. To be updated further in due course.
<b>Health lottery transactions</b>	<p>Fix put in place so branches can reverse the transaction. Communication went out to all branches in last week's branch focus.</p> <p>Will form part of improvement programme. Matter to be logged in the lessons learned document at the close of the project.</p>
<b>Horizon related calls</b>	None of the 4 issues from last week need to be brought to group as there are explanations for the errors. No errors which will impact this call.

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**New Issues Identified**

Name	Area	Issues/Observations/Comments
AW	FSC	<p>No new issues.</p> <p>Lake Post Office – SPM has now written back talking about Horizon shortfalls. Cash cheque adjustment done in branch. SPM blames Horizon for allowing the error to be made.</p> <p>AW to forward correspondence to RW along with response. To be referred to Angela</p> <p>AW and PPM carrying out work re cheque remittance process. Current cheque process run over 2 screens. Suggestion to Fujitsu that all buttons to be brought onto same screen.</p>
PPM	IT & C	<p>5 issues being looked into: Postcode lookup, Passport duplicates, Branch stock ordering, Certificate of posting, Cheques.</p> <p>SB updating NFSP</p>
MS	Legal	No issues
DP	Security	<p>No Issues</p> <p>Rhigos, Mannacan [?], Nelson - AA to update DP further re investigation</p>
AP	Legal	No issues
RW	Legal	No issues
AA	Network	No Issues

**Action Points**

1. Prestury, Rhigos, nelson and Pontycymer – AA to provide update in due course.
2. ATM Gluing Case – DP to provide further update.
3. Post & Go – AA and GP to discuss report with SB.
4. Belfast refresh – RW to update following further developments.

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5. Sandy Park – DP to update following receipt of further information from BOI.
6. Historic transaction discrepancy – PPM to discuss with Fujitsu.
7. Fleckney – SB to update further.
8. Health lottery transactions – AA to log within the 'lessons learned' document.
9. Horizon related call – AA to update further if any relevant matters referred from NBSC.
10. Lake Post office – AW to forward recent SPM and intended reply to RW. To be discussed with Angela.
11. Rhigos, Mannacan and Nelson – AA to update DP further re investigation.