

Bond Dickinson

Meeting: 6 November 2013

Attendees:

Team/Function

Legal

Financial Services Centre (FSC)

Security

Communications

Network

Information Technology & Change (IT&C)

Network Business Support Centre (NBSC)

Attendees

Rodric Williams (**RW**)
 Jarnail Singh (**JS**)
 Andrew Bolc of Cartwright King (**AB**)
 Rebecca Butler (**RB**)
 Andy Parsons (**AP**)

Andy Winn (**AW**)Dave Posnett (**DP**)

N/A

Anne Allaker (**AA**)
 Nick Beal (**NB**)
 Gayle Peacock (**GP**)
 Shirley Hailstones (**SH**)

Jeff Burke (**JB**)Kendra Dickinson (**KD**)Belinda Crow (**BC**)**Previous issues identified and further action to be taken**

Issue	Issues/Comments/Next steps
Prestbury	Looked at transaction information, appears only gone through once. No issues with Horizon error. Debt made good, continue to investigate but should be closed next week.
ATM Gluing Case	<p>No update on suspect, other than been bailed until approx. January.</p> <p>Transpired that not visited two Welsh branches.</p> <p>Also, Sandy Park Road</p> <ul style="list-style-type: none"> ATM Software download failed;

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	<ul style="list-style-type: none"> • Bank of Ireland currently looking into matter; • Issue on ATM Forum; • Keep issue open as software / branch accounting related; • To go on Action Log.
Rhigos Branch	No update – on-going investigations currently being conducted.
Post & Go	Steve sent report to Roger, looks to be operational practices rather than equipment issues.
Belfast Refresh	Rodric received an update from the project team – no further update until the end of the year. Need to ensure that when migrate from old servers to new server to keep integrity.
Nelson	<p>Steve visited branch with Kath. SPM satisfied not horizon issues and happy with full explanation. FSA extensive support confirmed operational practice issues not balancing problems within Horizon.</p> <p>Continue with security investigations and decide what to do with the £17K debt (next trading period is next week).</p>
Pontycymer	Agreed SPM relief to be provided for two weeks from 18 th November. Also going to be supported by FSA, similar to Nelson.
Martin Griffiths	Agreed to leave for Angela to pick this issue up. Rodric to see if we can close this issue down.
Stock reconciliation	<p>Weaknesses highlighted in report. Scoping with Op team for a 100% check as at the moment only check 10%. Issue around how stock audited and not Horizon. Report matching data sets, which is a gap that POL need to close and have been aware of since 2008.</p> <p>Discrepancies raise a concern about cash which could lead to potential issues –keep on action log.</p>
Carlake Post Office	Predicted to come into mediation scheme. Still await update from Police regarding papers obtained.
Lake Post Office	Rodric Williams in process of looking at draft letter, which will go out this week.

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New Issues Identified

Name	Area	Issues/Observations/Comments
AW	FSC	Unknown Branch Discrepancy – Shows item for '£200 – unpaid cheques'. Not seen this before, trying to work out where entry has come from as it appears to be a historic/inherited entry from another SPM in 2009. AW believe it may be a NSI product / cheque bounced. AW to provide an update next week.
JB	IT & C	No issues
AP and RB	Legal	No issues
JS	Legal	No issues
RW	Legal	No issues
NB	Network	No issues. Fleckney – NB chasing to ascertain what has gone on and updates. KD chased a couple of times. NB concerned that under investigations for 3 and ½ years. KD to escalate to Steve Beddow if no further response.
AB of CK	Legal	No issues
KD	NBSC	No issues
GP	Network	No issues
AA	Network	No issues Horizon desk call logs – Anne to discuss with Andy on info for all cases.

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DP	Security	No issues
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Action Points

- Prestbury – look to close next week.
- ATM gluing case – Include Sandy Park matter as a separate item on the Action Log.
- Nelson – Continue with security investigations and decide what to do with the £17K debt.
- Martin Griffiths – Rodric to see if issue can be closed.
- Carlisle Post Office – Cartwright King to update further in due course (when update from Police received).
- Lake Post Office – RW to review letter and get response out this week.
- Unknown Branch Discrepancy - AW to provide an update re £200 "unpaid cheque" entry.
- Fleckney – KD to escalate to Steve Beddow if no response.
- Horizon desk call logs – Anne to discuss with Andy W on info for all cases.