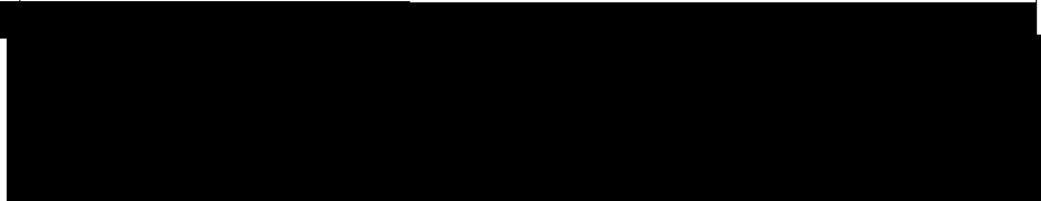


Action detail	
1	Postmaster Complaints Draft Policy and Whistleblowing Policy to be reviewed by HSF and Protect; [We need to ensure that the Postmaster complaints policy includes the triage and referral of any “whistleblowing issues” (illegality including non conformance with CIJ and HIJ; fraud; Workplace Health & Safety breaches); also MI on Postmaster complaints generally should be reported through RCC and ARC.
2	Postmaster Complaints centralised Dashboard
3	Whistleblowing Dashboard (we already have) but I want to see a dedicated one for Postmaster whistleblowing
4	We need a new dedicated whistleblowing officer (NED or dedicated role). We need quick turn around for options - maybe reach out to Zarin as a NED on the Board.
5	Little Milton - want to ensure we are CIJ compliant and if not rectify it
	
7	
8	Training - needs to be rolled out to executive and senior managers; as well as across the organisation; Tim’s team; and field managers
9	Comms - needs to go out reminding Postmasters to use whistleblowing channels
10	Project management - we need someone to put in weekly calls, set up a proper actions tracker, etc

Owner(s)	Status	Update from 25Jan21
Jo Milton HSF	Ongoing	1st draft of policy is written and with Zoe for review
Tim Perkins Amanda Jones	Ongoing	Existing complaints dashboard from Dynamics data is being worked on - whistleblowing categorisation is in place Up to data data should be populated by 29Jan21 BA resource required to work through historic complaints and draw out whistleblowing from complaints (c.4,700) Jo working with Tim to have BA resource appointed very quickly.
Sally Smith Paul Blackmore	Ongoing	See above Jo to send draft complaints dashboard to Ben, Zoe, Sally & Carl - done.
Sally Smith Jono Hill	Ongoing	Sally is looking at options for a NED to be appointed as a whistleblowing champion No-one identified yet. Expected in 2 days time. Sally speaking to Stella at Protect
Tim Perkins Ainslie Cranwell	Ongoing	Background: There was a postmaster shortfall, proven to be postmaster's fault No clear explanation of how the loss was incurred received to date yet postmaster had to make up the shortfall regardless Ainslie -> More detail is expected in next 2 days, she will update the group at the next meeting
Sally Smith Zoe Brauer Tim Perkins	Ongoing	
Mark Underwood Zoe Brauer	Ongoing	
Sally Smith (content) Tim Perkins (comms distribution to PMs)	Ongoing	Sally to forward whistleblowing training to Jo
Sally Smith Tim Perkins	Ongoing	
Carl Newman	Complete	In place

Update from 02Feb21	Next action due date
PM Complaints Policy with HSF now. Due back by Fri 05Feb Whistleblowing policy has been reviewed by Protect and is currently being benchmarked. This will take 2 weeks after which it will be sent to Andrew Taggart for review	5-Feb-21
Completed. Now produced on a weekly basis. Sally working to pull out whistleblowing cases from the dashboard and the written procedure for which is due on 03Feb	3-Feb-21
As above. On track to be produced monthly. First one will use January 2021 data	8-Feb-21
Still waiting for Stella from Protect to respond.	8-Feb-21
Documentation received. Ainslie wants to talk to the auditor to discuss what was discussed with the postmaster. Update to be provided next week. 14 month data retention policy may prove a tricky obstacle	8-Feb-21
Sally is reanalyzing the spreadsheet with all the reports on to recategorise. Should be complete by Thursday 4th Feb	4-Feb-21
Comms have been sent by Tim Sally to identify with Jo who else need to be aware. Need to target those most likely to receive a whistleblowing report Wider POL comms will be made once policy has been worked on by Protect Sally is looking to create a dedicated whistleblowing role covering training and awareness	8-Feb-21
As above.	8-Feb