

## Flip Charts from 6.12.2005

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### GAPS (1)

BIMS – no query phone number on reports

Generally – Lack of guidance on what steps need to be taken for emerging cases.

No centralised record of queries raised by subpostmasters through different channels.

No standard line to take with subpostmasters raising issues.

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### GAPS (2)

Guidance to Service Line on what to say and what not to say (about Horizon)

Wording on Transaction Correction dialogues -> Meaning of “Make Good” not understood by some subpostmasters. Already being progressed separately.

Knowledge about how to get (transaction log audit trail) data from Fujitsu.

Expertise to analyse transaction logs – branch auditor skill set +

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### How PO becomes aware of Potential Cases

NBSC Call

Letter to VIP -> referred to Ops Control

Late Account (former subpostmaster)      } debt recovery

Disputed Correction                                }

Service Line

Audit -> Service Line

FOI/DPA Requests

Letter from lawyers acting on Subpostmaster's behalf.

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## **The Expert**

Likely to be an accountant with IT knowledge (or an IT expert working for an accountancy firm)

Possible benefit if from well-known (e.g. top 4) firm – credibility with the court and with the other side.

Check with Peter Corbett how this fits with External Audit's existing role:

- independence as seen by the court likely to be greater if not from our external auditors;
- but external auditors are already responsible for assuring integrity of accounts based on this data.

Need to raise with Fujitsu soon.

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## **Gap Closure Requirements**

1. We need an expert explanation for the court of how the system works and why it is well designed and constructed.
2. Internal role to analyse and report on audit trail transaction log data:
  - a. Need more than 1 person for cover
  - b. Workload not predictable
  - c. Likely to be intensive (full time) work during preparation for a case.
  - d. Need to understand branch transaction and accounting
  - e. Will need input/training from process/system designers
  - f. Needs to be able to communicate in plain English – who does the analysis also needs to testify about it in court if required.

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## **Specific Actions**

**DH** — to investigate BIMS process with Fujitsu (JR/MC to look at internal issues in processes before DH takes to Fujitsu)

**KB** – to write first draft (and circulate to all meeting attendees) for  
a. Business policy statement on Horizon – what we say to  
Subpostmasters and why – and how to recognise potential cases.

**DH** – to propose process for co-ordinating business response to  
potential cases.

**KB** – to discuss need for and ToR of external expert with Fujitsu.