

Current state assessment by incident type

Findings by theme													
Theme	Investigations are not conducted consistently across POL		Lack of overarching governance and oversight over high-risk investigations	No clear consistent triage process in place	Lack of consistent monitoring and reporting		No consistent approach to quality assurance		Limited evidence of "lessons learnt"	Use of Area Managers and Line Managers to conduct investigations		Lack of training in respect of investigation	No consistent use of an investigations CMT across POL
Finding	Policies and processes	Legal involvement	Oversight	Triage	Monitoring of cases	Production of MI	QA	Performance management	Lessons learnt	Capability	Independence	Training	Technology
Overall investigations	●	●	●	●	●	●	●	●	●	●	●	●	●
Postmaster complaints	●	●	n/a	●	●	●	●	●	●	●	●	●	●
Contracts	●	●	n/a	●	●	●	●	●	●	●	●	●	●
Customer complaints	●	●	n/a	●	●	●	●	●	●	●	●	●	●
Data protection	●	●	n/a	●	●	●	●	●	●	●	●	●	●
Whistleblowing	●	●	n/a	●	●	●	●	●	●	●	●	●	●
Human Resources	●	●	n/a	●	●	●	●	●	●	●	●	●	●
Cyber	●	●	n/a	●	●	●	●	●	●	●	●	●	●
Modern Slavery	●	●	n/a	●	●	●	●	●	●	●	●	●	●