

Regular Call re Horizon Issues

Meeting 24/07/13

Attendees:

<b>Team/Function</b>	<b>Attendees</b>
Legal	Jarnail Singh Andrew Parsons Martin Smith
Financial Services Centre (FSC)	Rod Ismay
Security	Andrew Wise Rob King
Communications	Sophie Bialaszewski
Network	Gayle A Peacock
Information Technology & Change	Jeff Burke

<b>Name</b>	<b>Area</b>	<b>Issues/Observations/Comments</b>
Rob King	Security	<p>Outlined the purpose of the meeting; to identify any issues around the integrity of horizon from a technical prospective and take any necessary action.</p> <p>No minutes circulated, but we will be taking notes. In scope were issues and problems the group were made aware of.</p>
Jarnail Singh	Legal	<p>Confirmed that Rob Wilson from Royal Mail has a list of pre separation prosecutions and will provide this to Jarnail and the list will be up to date by next Wednesdays Meeting.</p>
Gayle Peacock	Network	<p>Gayle brought up issues with a cases currently on the log</p> <p>Lance Lane - Contract Terminated in 2002, £700 loss SPMR wants the decision reversing. Branch no longer exists as a Post Office</p> <p>Nelson - Branch had been settling centrally, debt currently on hold loss</p>

		<p>around £7.5k due to blaming horizon. Colin Burston Contract Advisor dealing with this issue.</p> <p>Boxford - Current agent, he is not blaming the Horizon system but saying that he has not had sufficient training.</p> <p>Pendra - SPMR resigned to avoid termination, he is now blaming the Horizon System.</p> <p>Prestbury - Current agent settle debt for £700 for Santander transaction, now blaming Horizon</p> <p>Langley - Former SPMR son making allegations - wants the case to be fully investigated</p> <p>Moelfre - Current Debt, no faith in the Horizon System.</p> <p>Howden - concerned over alleged bugs in Horizon System but does not know specifically what the issue is, asked for extra training which is being arranged.</p>
Rob King	Security	Agreed to discuss issues with Gayle Peacock offline
Jeff Burke	IT and Change	Due to issue on the line this was un auditable
Sophie Bialaszewski	Communication	No New issues - agreed that she would feed into Simon or Suzanne from this meeting which can then tie into the call with S Crichton
Rod Ismay	FSC	Raised an issue relating to a Business Banking customer - this is a dispute between the amount processed on the Horizon System against what the customer says he banked. Customer has provided a receipt to support his claim however there are concerns over the validity of this receipt. The customer will not provide the original copy. Entered on Horizon £180 - Says he banked £480
Jarnail Singh	Legal	Issue with documents coming out of Cartwright King which are PDF documents, these can not be password protected,

		<p>Jarnail will look into this.</p> <p>They are looking at cases going back to 2010</p> <p>Also looking at all cases from Scotland - all information will be compiled on a spread sheet</p>
Ruth Barker	Communications	<p>Mentioned piece in The Telegraph, where MPs were vocal about Horizon and constituents, but that these didn't form part of the 47 cases referred to 2<sup>nd</sup> Sight.</p> <p>Concerned that there was no definitive list of all cases that MPs currently have or may in the future enquire about.</p>
Rob King	Security	<p>Stated that we need close working relationship with Security and Contract Teams, in all cases engagement with contract manager as early as possible and the teams need to be joined up.</p>
Rob King	Security	<p>Pointed out that it was likely that offenders previously dealt with for non-Horizon issues, such as ATM investigations may now allege a miscarriage of justice.</p>

The following to be invited to attend future conference calls, with each team/function responsible for ensuring a representative is present.

**Team/Function**

**Attendees**

Legal

Rodric Williams  
Jarnail Singh  
Andrew Parsons  
Martin Smith

Financial Services Centre (FSC)

Rod Ismay  
Andrew Winn

Security

Dave Posnett  
Rob King

Communications

Sophie Bialaszewski  
Ruth X Barker

Network

Nick Beal  
Gayle A Peacock

Information Technology & Change

Steve Beddoe  
Jeff Burke

Network Business Support Centre (NBSC)

Kendra Dickinson