

**One to One Meeting Record**

<b>Name:</b>	Robert Daily
<b>Line Manager:</b>	Kevin Ryan
<b>Date of meeting:</b>	09/08/13
<b>One to One period covered:</b>	

**Celebrate key activities/Understand priorities/Imagine what you need to deliver activities**

- 

Priorities this month –

**Balgreen Rd & Craigpark** – POCA cases to be progressed to conclusion.

**Winchburgh** – Liaise with Helen Rose to conduct interview. If Helen is not available do not allow any delay in the progression of the case.

**Mental Health issues** – provide reports to Jarnail re issues in progressing cases.

**TORCH** – Visits to be conducted by end of August.

**Attempted robberies** – Visits & phone calls to be made where appropriate.

**Scottish Business Resilience Centre (SBRC)** – Attend forum with SBRC & Police Scotland re organised criminals targeting vulnerable people across Scotland with bogus workmen activity.

**Security Compliance & Safety (SCS)** – Ensure North Team complying with activities required to progress programme. E.g. Cross Pavement Surveillance & Stripe. Some people have been given an extension by me due to workload but they have been asked to diarise the patrols.

Police Engagement – Look to develop this over the next few months.

**How you demonstrate our Directorate Behaviours – Care, Challenge, Commit**

**Scottish Business Resilience (Crime) Centre (SBRC)** – Actively engaged with members of the Private Financial Sectors and Police Scotland through Physical and Vulnerable Adults at Financial risk forums. These meeting are designed to minimise risk to our business through sharing best practice and information.

**Security Compliance & Safety (SCS)** – Manage the SCS for the North Team organising Stripe activities and Cross pavement surveillance. Stripe has progressed significantly and has with significant input from myself developed into a compliance system for all CViT operations.

**Solicitors** – In full consultation with Jarnail Singh I have secured the services of Brechin Tindall, Oatts to advise on all casework within Scotland. Advising BTO & Crown Office and Procurator Fiscal (COPFS) over cases previously submitted in view of the Second Sight report.

**Case Review** - I have conducted a full casework review taking into consideration the Scottish Legal system. I have engaged extensively with the aforementioned Solicitors. This consultation has resulted in a considerably reduced administrative and investigative process bringing POL into line with the Police and other prosecuting authorities within Scotland. This review commenced by myself has reduced the time of report submission by minimum of 5 days.

**Reward & Recognition Work stream** – I have been an active participant in the Work stream receiving significant recognition from the Work stream leader for my input and efforts.

**Financial Investigators** – I have long recognised that a FI is required for Scotland as the Crown Office has now deemed that Police Scotland FI's are no longer to be used as a Debt Collecting Agency for external business. I have set up and attended an initial meeting with Police Scotland and Post Office Ltd FI's. The meeting discussed how POL can access recovery from POCA through a complicated legal system.

**Lanark PO** – I was informed on route to Aberdeen that a fire had destroyed Lanark PO following a retail burglary. I took charge of the incident engaging with the Subpostmaster, NBSC, Grapevine, Branch Support, CViT and Audit though various times of the day to give updates.

**Recognition** – I have received recognition from personnel within Security & the business for my

endeavours

Progress against objectives	Next milestone
On target	

Areas for development/Support required/Time management	Activity Plan	Progress
Robert requires support to progress his cases.	Support to be provided in Scotland	Expected delivery on cases by 13 <sup>th</sup> Sept 2013
Clearance has been given for as many team members as necessary depending on workload to support the case you have		

Action Points and Line Managers comments
<ul style="list-style-type: none"> <li>Case progression – Please utilise team members to progress case. If someone else needs to take over your physical make the arrangements.</li> <li>Torch visits to be conducted as agreed</li> </ul>

Fraud case update; (cases causing issues delays etc).
Delays have been due to 2.5 weeks annual leave followed closely by [redacted] GRO [redacted]
On return the Second Sight report had been delivered and my cases submitted had been sent to Cartwright King (CK). I have been liaising with CK & Brechin Tindal Oatts (BTO) Solicitors re cases submitted to PF.
This has caused delay in dealing with cases on hand including several historic cases where Subpostmasters claiming mental health issues have been reported. It has been agreed that reports regarding these are to be sent to Jarnail.
All other cases now need to be progressed.

Individuals comments
I am concerned that cases are not progressing however my Line Manager has been very supportive and understanding to the reasons why. He has discussed this with me and is providing support to help progress these.
I am happy with the start I have made to the year and I am being proactive in the projects I am involved with.
Kevin has been very supportive since coming into the role as Line Manager and I find I can approach him with any concerns and have done so. He has been proactive in obtaining support in Scotland and I thank him for doing so.

