One to One Meeting Record

1.	Personal Details	
Name:	Gary Thomas	
Line Manager:	Jason Collins	
Date of meeting:	20th August 2010	
One to One period covered:	5th July 2010 to 20th August 2010	
Next 1-2-1 date/location	Future scheduled 08/09/10, Team Meeting Swindon?	

2.	Update - Priorities for coming months & quarter	Evidences which Behaviours

➢ 7 cases currently on-hand (2 x On-going, 1 x Liaison, 1 x Interviewed, 3 x Prosecution,)

➢ Priorities: All cases listed, in order of priority, giving brief account of required/recommended action

1. Over Wallop – Submitted case to Criminal Law Team. Summons advised now.

2. Bradwell – Trial cancelled from W/C 19th July 2010. now scheduled for W/C 15th November 2010.

3. Town Common – Police liaison case. Assisted with interview, looking like closure.

4. Riverhead – Very complex statement requested by Diane Chan (Council). Submit multiple GS208's for all witnesses on multiple form nearer to trial date of December 2010.

5. Multiple Offices - Redirections Fraud. Spoken to Kelly Samuels and identified person at one office processing applications as the Postmistress. Spoken to all Postmasters regarding fraudulent applications. Continuing on-going monitoring through Royal Mail before consideration of closure due to no internal involvement.

6. Other – i) Fraud Risk commitment regarding "Whistleblower" project. Engagements with stakeholders recently made and future meetings to be set up now. Meetings with Grapevine & Rick Griffin also to be arranged in coming weeks. New Speak Up policy launched and John Scott to advise way forward in next week or two.

ii) Assisting Andy Rekesius (RM Sec) – Suspicious RMSD letters from Trowbridge PO – Horizon analysis obtained (currently no case)

iii) Attend Fraud Risk Team Meetings for ongoing development and knowledge share to South Fraud Team.

iv) Continue to be part of the Swindon Stock Centre Fraud Risk Group.

v) I am involved with the Strategy Group looking at Mission / Vision etc led by Nigel Viles & coordinated by Chris Knight.

vi) Following the Security Conference I am part of the Strategy Group looking at Truly Celebrating Success led by Tony Newman.

vii) Continue with my CAM / BM engagement following recent presentation through WTL sessions and plan high profile visits.

viii) Look at options to increase sign up to Grapevine & contact Loss Prevention Manager Ray Winter (Rymans) and other Multiples.

3.	Line Managers comments & Comments on Line Manager	Quarterly Performance Marking-to date
	Comments on Line Manager. ➢ Jason continues to support me as and when required, although I believe I am generally capable of working with little supervision necessary. Line Manager Comment. ➢	[X – 1st, 2nd, 3rd,

4.	Progress against Personal Objectives (To identify issues which may hinder successful completion and corrective action required, highlighting changes from last 1:1 in achievement, progress against milestones and issues)		
Objective	Progress since last meeting	Next milestone	Status (G. A. R)

Participate in the creation of and the deployment in a Fraud Risk / Counter Fraud Strategy: Be an inclusive part of a cross strand initiative to deliver a comprehensive fraud strategy that will define an end to end approach to managing fraud, to include. • Assist in the strand reviews of current operating processes • Seek the identification of gaps / areas for improvement • Consideration and inclusion of other strands / wider stakeholder needs / requirements • Deployment of the Strategy with continuous provision of feedback •	1. Assisted Mike Wilcox on the correct Programmatic Approach regarding his recent Field Support Advisor presentations. 2. Project Manager for "Whistleblowing" Policy adhering to new Programmatic Approach policy. 3. Part of Nigel Viles Strategy Group dealing with Mission & Vision etc. 4. Part of the Strategy Group looking at Truly Celebrating Success led by Tony Newman	Ongoing meetings planned etc. Will be presenting an update on "Truly Celebrating Success" along with Tony Newman at the Security Conference on 25th Aug 2010 and giving award to the 1st Quarter Winner.	Green

Seek to maximise the commercial returns on the Grapevine portfolio of services by strand engagement: Demonstrate synergy with the Grapevine portfolio service and evidence that Strand operational goals are being supported and enhanced by the full utilisation of Grapevine support. Through 2010/11 demonstrate a minimum of three examples of either resource saving, crime risk minimisation or commercial advantage achieved by utilising Grapevine.	1. Visit Grapevine in next 3 months to develop engagement and how we can support them. 2. Target individual multiples for sign up. Andrew Daley doing PID. 3. Look at plurist offices and use sign up forms to Grapevine especially if clerk is not Subpostmaster. 4. Contact Ray Winter Loss Prevention Manager Rymans. Sell fact nil cost to join. 5. Communicate to Contracts Managers and re-iterate to try to sign up new appointments or even temps.	Contacted Ray Winter (Rymans) and obtained Grapevine sign up agreement. Posted applications and awaiting return now. (14/8). Sent communication to all Contract Managers (15/7) and received feedback from several individuals. Other wok restricted by T&S embargo.	Green

Full implementation/deployment of the Fraud Strand Customer Engagement Plan: Improve the Fraud Strand's customer engagement activities and gain a deeper understanding of the Fraud strand's customer requirements and expectations. • Participate in the review of Fraud Strand Stakeholder/Customer list • Test customer requirements / expectations • Implement customer engagement plans, ensuring customer expectations are considered and addressed • Communicate plans / Continuous review. •	1. Identification of Stakeholders, who they are and how do we contact them or meet with them to achieve their expectations. 2. Confirm there preferred engagement and expectations and request for information format. 3. Following Recent CAM presentation awaiting feedback form created to gauge customer expectations & views.		Green

Contribute to the overarching aim of improving Security Team performance across the six focus areas: *Know and Manage Our Customers' Expectations:* As a Security, Fraud Strand member contribute to the successful achievement of improvements across the focus areas; demonstrate enhanced competency around the six and deliver both personally tasked focus area along with peer group support as per the security development plan.	1. Part of Strategy Group looking at "Truly Celebrating Success". 2. Part of Strategy Group looking at "Mission / Vision". 3. Delivered Security presentation to CAM area being rolled out nationally to BM's. 4. Assisted Fraud Risk Team this year and Project Manager for "Whistleblower".	Will be presenting an update on "Truly Celebrating Success" along with Tony Newman at the Security Conference on 25th Aug 2010 and giving award to the 1st Quarter Winner. Obtained details of recent "Mission / Vision" strategy meeting. Awaiting further Whistleblower development following launch of "Speak Up".	Green

Role model all impacting behaviours to support both culture shift, maximisation of resource within Security Team and PO Ltd operational targets: Visible outputs to include (not exhaustive): inter Strand activity support, Crown Office cover, product support day participation, adherence to all elements of programmatic approaches and adherence to all impacting personnel processes...	1. To assist the Crown Office Network on ad hoc basis through volunteering or when network requests support. 2. "Embrace" and use CAM area for support for everything Security!! 3. Support other strands through volunteering or by request as with Physical Security at Ashley Road. 4. Adherence to all elements of Programmatic Approaches with "Whistleblower" Policy and completion of P.I.D. P.P P.I.R. Communication & Training of colleagues in this approach on their programmes.	Assisted Basingstoke Crown Office with Summer Travel Campaign.	Green

Financial Target: • Reduce losses in the Post Office by 10% (through continuing analysis and security / fraud management intervention). •	1. Delivered Security Presentation, to CAM area being rolled out nationally, aimed at reducing losses in Crown Office' s. Ongoing engagement and support through monthly analysing and through WTL sessions and high profile visits. 2. Maximise Casework recoveries through persuasion and identification of realisable assets. 3. Increased Grapevine sign up may help mitigate future trend losses. 4. Due to Swindon Stock Centre Program involvement Transactional Corrections will be apparent on stock discrepancies for first time in at least 7 years which should improve many financial targets going forward.	Recently Secured a £25,614.45 full recovery in "Over Wallop" case through persuasion. Obtained Grapevine sign up from Rymans. T/C' s now being issued following the successful introduction of the Swindon / Chesterfield ACL system.	Green

Personal Objective 1 : Qualitive Increase Security Team support & visibility following Cam Presentation Working collaboratively with individual CAM & Branch Managers through a series of high profile visits & WTLM sessions at a minimum of 6 Crown Offices. Output being improved Security visibility. • Potential reduction of losses and deployment of consistent processes / guidelines. • Build in measurement of success (360 feedback BM's) (Seek to reduce better than 10% reduction year on year losses).	Unfortunately no opportunity for progression due to T&S restictions.		Green

Personal Objective 2: Performance. "Whistleblower Project" The aim of this Project is to introduce a business wide Whistleblower point of contact accessible to everyone including directly employed Post Office Ltd Staff, Franchisee's, Sub-Postmasters & their respective staff. The Project objective is to achieve a single point of contact business wide to "Whistle Blow" by reporting crime and prevent it in helping to protect our business. The principles set out within the policy will apply to all employees, whether part-time or full time, temporary or permanent and all other stakeholders, and sets out arrangements for members of staff to raise serious concerns about malpractice or serious wrongdoing in ways which will protect them from reprisal. • By successful achievement / implementation of program in meeting timeline of program.	Progress is continuing especially with Stakeholder engagements although project on temp hold at present due to recent RMG Policy launch on 10th Aug 2010 called "Speak Up". John Scott to feed back following a meeting next week with Susan Crichton.		Green

5.	Personal Development (progress against PDP / Performance Standards and new learning experiences planned or identified)

Action	Progress	Next milestone
1. Consider Leadership Development Program which supports the Post Office key priority to improve performance through development and communications, and offers a series of workshops around each of the six leadership behaviours.	1) Agreed this action at 1-1 and subsequently applied for a place on 11th & 12th October 2010 through PALMS. Now on waiting list as all places taken at present.	1) October 2010. Re-apply if not on October Course.
2. To continue to attend Fraud Risk Team meetings for the remainder of 2010/11 and retain the "Whistleblower" program whilst supporting other Fraud Risk Programs (Swindon) when workload allows.	2) Diarised all future planned Fraud Risk Team Meetings and leading on Fraud Risk 2 Day Team Building event in Sept 2010.	2) On-Going. To discuss with Andy Hayward how best this can be measured possibly through the progress and success seen from Andy to me.
3. Visit Grapevine in Manchester to better understand their roles and knowledge share with South Team. Discussed as possible team meeting between Sept – Dec 2010.	3) Plans to visit by end December 2010	3) December 2010
4. Attend 2-day Crime prevention Course	4) Course booked 13th & 14th Sept 2010	4) Deal with any pre-coursework once received.

6.	Recognition (personal/team/other colleagues) & Team issues (top performer, who needs most development, how are you motivating and coaching your team)

➢ None this month!!

| 7. | Review of Behaviours, identify a behaviour to discuss and provide examples (choose two from the following, I create value for customers, I own performance, I take action, I work with others to win, I engage and involve, I support, develop and challenge) |

Behaviours example: "Recently entered Directly onto Word Document For Quarterly PDR"

➢ ICVFC –
➢ ITA –
➢ IOP –
➢ IWWOTW –
➢ IEAI –
➢ ICTMTB –

| 8. | Personal Concerns or Issues (workloads & priorities, problems, risks and successes, performance issues, own morale, domestic issues if relevant, annual leave and accumulated hours) |

➢ Own Morale – Generally ok although have ongoing concerns about the continued Security Team's approach to Behaviours / PDR / Recognition / MAD Survey, OD2 etc.

➢ Risks – Possible Whistleblower project slippage.

➢ Successes –

   o Over Wallop – Full recovery of £25,614.45.

   o Whistleblower Project – Successful engagement with key Stakeholders.

   o Swindon Stock Centre – ACL program now up and running and T/C's issued for first time in 7 years regarding stock.

➢ Annual Leave – 24 Days Remaining 2010/11.

➢ Accumulated Hours – More Manageable now at 14 hrs.

➢ Other – None this month.

• Request for information – Still awaiting confirmation of Andrew Perkins outcome & interested in Grapevine cost to external retailers.

9.	Summarise action points and items for discussion at next 121					
Date		Action	Timescale	Owner	Update	Complete