

*Bond Dickinson*

Meeting: 9 October 2013

Attendees:

Team/Function	Attendees
Legal	Rodric Williams ( <b>RW</b> ) Jarnail Singh ( <b>JS</b> ) Martin Smith of Cartwright King ( <b>CK</b> ) Kayleigh Harding ( <b>KH</b> )
Financial Services Centre (FSC)	Andy Winn ( <b>AW</b> )
Security	Andy Hayword ( <b>AH</b> )
Communications	Ruth Barker ( <b>RB</b> )
Network	Gayle Peacock ( <b>GP</b> ) Ann Allaker ( <b>AA</b> ) Nick Beal ( <b>NB</b> )
Information Technology & Change (IT&C)	Steve Beddoe ( <b>SB</b> )
Network Business Support Centre (NBSC)	Anne Allaker on behalf of Kendra Dickinson ( <b>AA</b> )

**Previous issues identified and further action to be taken**

Issue	Issues/Comments/Next steps
<b>Prestbury</b>	Discrepancy for £700.00, transaction failure – discrepancy declared immediately. Helen to see if she can link transactions to specific time. GP to report update in due course.
<b>ATM Gluing Case</b>	Intelligence provided to Police. Banks forthcoming with information. Individual to be arrested and charged. Update to be forwarded after the call.  Recovery of lost money in negotiation.  RW to chase update.
<b>Rhigos Branch</b>	Angela met with SPM at Merthyr Tydfil. Not clear on outcome. Branch investigated as in Nelson and Pontycymer. Case review being carried out. To be kept open.
<b>Post &amp; Go</b>	No update.

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<b>Belfast Refresh</b>	No update.
<b>Nelson</b>	Helen reviewed data provided by ARQ. Looking at records – no unusual transactions. It appears cash declared and discrepancy declared quickly. SPM not in branch when this is happening. Assistant to be investigated.
<b>Cheques</b>	£20k – normal business process. To be closed.
<b>Pontycymre</b>	AA – trainer went out 08/10/13. 2 visits carried out. Appears to be human error. Joint visit to be requested with SB team.

**New Issues Identified**

Name	Area	Issues/Observations/Comments
RW	Legal	Home phone migration from old supplier to new supplier – teething problems – horizon element – disconnect between terminals and backup. When postcode entered, message to call helpline. Quickly resolved. NBSC – issues to be raised during call even if it is not a horizon issue. SB – daily reports issued with issues identified. Horizon system stable at this time.
JS	Legal	No Issues
MS	Legal	No Issues  Issues need to be raised even if they are closed
AW	FSC	
Andy Hayward	Security	Audit shortage 20/09/13 £20K Manaccan Post Office – initial enquiries. Investigations commenced. – Horizon blamed for losses. Interview to be arranged.  2004 – Carluke Post Office – Police prosecution believed to have happened. Blaming Horizon at the time. Elaine Doram SPM passed away. Husband blaming Horizon and making noise through Scottish Parliament. Email details to be forwarded. No information due to time lapse. No records available. No further

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		<p>enquiries at this stage.</p> <p>MS – Police in Scotland investigate by handing file to current office. They may have papers in archive. Option to request copy of file, review, and make objective comments based on information in the papers. MS to take up with BTO (Scottish Solicitors).</p>
NB		<p>South Darenth branch audited – loss discovered – Branch in Kent, SPM is based in Yorkshire. Audited and loss discovered. SPM said he was unable to operate economically and he would resign. He audited the branch himself and shut the branch for the day. Emails sent to Ministers in Government stating he was unable to operate economically. Temp in branch to calm situation. During conversations SPM hinted Horizon may be the cause of the loss. Suspended staff. Unclear whether any substance to allegations.</p> <p>Ruth – SPM in Michael Fallon constituency</p> <p>NB to forward emails</p> <p>Stakeholder communication plan to be tightened up to ensure information is captured. Only issues that are escalated are recorded. GP to discuss with KD.</p>
AA		No issues
RB		No issues

**Action Points**

1. Prestbury – GP to provide update once data has been reviewed.
2. ATM Gluing – RW to chase update.
3. Rhigos Branch – Case review to be carried out. GP to update further in due course.
4. Nelson – Assistant to be investigated. Update to be provided.
5. Pontycymer – AA to arrange joint visit with IT&C team and report back in due course.
6. Carlisle Post Office – MS to discuss matter with BTO.
7. South Darenth – NB to forward emails to GP. GP to discuss process for recording Horizon complaints with KD of NBSC.