

*Bond Dickinson*

Meeting: 16 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> ) Andy Parson ( <b>AP</b> ) Kayleigh Harding ( <b>KH</b> )
Financial Services Centre (FSC)	Rod Ismay ( <b>RI</b> )
Security	Dave Posnet ( <b>DP</b> )
Communications	N/A
Network	Gayle Peacock ( <b>GP</b> ) Wendy Mahoney ( <b>WM</b> )
Information Technology & Change (IT&C)	N/A
Network Business Support Centre (NBSC)	Kendra Dickinson ( <b>KD</b> )

Previous issues identified and further action to be taken

Issue	Issues/Comments/Next steps
Prestbury	Waiting for feedback – to remain open
ATM Gluing Case	DP  1. Monday 9 Sept – met with Alan Smith met with Phil Dowdry of BOI – BOI view investigation will have to run its course and will not settle any cases until Police investigation complete.  2. PO legal reviewed contract, likely to get back what was lost. Each department liable for actions of sub-contractor. Liability cap £100k.  3. Do not want to go contract route and seek to settle goodwill.  4. Phil arranging meeting to discuss.  Cap on losses at 2 branches. Engineer has visited branches. If

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	<p>charged and prosecuted it will be in the public domain. Business decision to be made whether to resolve issues. GP and RW to discuss approach to branch losses.</p> <p>Bonymean and Sandy Park Road - 2 other branches which may not be related. 2 branches in Wales which have had ATM visit, both have had Wincor engineer and losses ever since. Contract manager contacting Wincor direct.</p> <p>GP to forward details to DP for review.</p>
<b>Rhigos Branch</b>	Ongoing - same approach as Nelson
<b>Post &amp; Go</b>	No update as SB not present.
<b>Belfast Refresh</b>	RW – reviewed information sent by SB. IT expert to be sourced to look at the system and be satisfied migration preserves integrity of the data. Project team made aware.
<b>Nelson</b>	Requested SB team goes to branch and explains technical side of system to SPM.
<b>Pontycymmer</b>	Same approach to be used as in Nelson. Visit to explain system to prevent issues being raised.
<b>Martin Griffiths</b>	DP – No further details on Horizon issue. SPM passed away.
<b>Stock reconciliation</b>	Branch training and support – to be closed on log. Branch accounting issue but no Horizon issue.
<b>Carluke Post Office</b>	MS – no update. Discussed with Scottish Solicitors BTO and ordering Police to release statements. Informed decision on how to respond once statements received. To be kept open.
<b>South Darenth</b>	<p>Question as to whether NBSC properly capturing complaint.</p> <p>KD – where Horizon cited as a problem, in particular a system error, issue to be flagged to NBSC with reference number so decision can be made as to whether it can be resolved through the normal process or whether it needs to be escalated for special attention.</p> <p>KD to feed back to this call regarding how many complaints raised versus the numbers escalated.</p>

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	RW - Once Horizon disputed, it needs to be flagged. SPM to be questioned as to where discrepancy exists. To prevent further issues in debt recovery process.
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**New Issues Identified**

Name	Area	Issues/Observations/Comments
RW	Legal	No Issues
JS	Legal	No Issues
MS	Legal	No Issues
AP	Legal	
RI	FSC	Twitter – Incorrect address lists used. Data managing team called the branches as a result of tweets and apologised. Approach appreciated by the branches and issue resolved.
DP	Security	Bruce Grow – Officer in charge cashing forged Giro cheques. Matter escalated through Court from DWP. Evidence provided to confirm user name which cashed Giro cheques. Defence were to cite Horizon integrity. Questions raised in Court with regard to Horizon and issues with system. POL employee (Sharon) confirmed she had not encountered any glitches personally and in any event she is not technical expert.
KD	NBSC	No issues
WM		No issues
GP	Network	Rodmill – issues log amalgamated. Complaint sent before second site came into play direct to Paula. Complaint cited many issues with Horizon. Stock reconciliation, numbers do not match and challenged. Recording of 1 <sup>st</sup> and 2 <sup>nd</sup> class label sales. Not clear whether this has been investigated.  GP to circulate information on Rodmill.  JFSA agreed if offices with similar problem – only one branch to be investigated.

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		GP to look into which branches with complaints that have not been dealt with and report back.
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**Action Points**

1. Prestbury – await feedback. GP to report back.
2. ATM Gluing Case - GP to forward details to DP for review regarding 2 other branches.
3. ATM Gluing Case - GP and RW also to discuss 2 branches on hold and way forward.
4. Nelson, Rhigos and Pontycymer – member of SB team to visit branch and explain technical side to SPM.
5. Post & Go – SB to update further in due course.
6. Belfast Refresh – RW to update further in due course.
7. Carluke Post Office – MS to liaise with BTO in an attempt to obtain statements from Police.
8. South Darenth – KD to update regular figures re Horizon complaints and matters escalated.
9. Rodmill – GP to circulate information regarding Rodmill. GP also to look into branches where complaints may have not been dealt with and report back.