



Meeting: 11 February 2015

Attendees:

Team / Function

Attendees

Legal

Martin Smith (**MS**)
Rodric Williams (**RW**)
Jarnail Singh (**JS**)
Alva Leigh-Doyle (**ALD**)
Kayleigh Harding (**KH**)

Financial Services Centre (FSC)

Andy Winn (**AW**)

Security

Dave Posnet (**DP**)

Communications

N/A

Network

Anne Allaker (**AA**)
Nick Beal (**NB**)
Craig Tuthill (**CT**)

Information Technology & Change (IT&C)

N/A

Network Business Support Centre (NBSC)

Ibrahim Kizildag (**IK**)

Previous issues identified and further action to be taken

Issue	Issues/Comments/Next steps
ATM Gluing	<p>Awaiting document from the CPS via the Police with reasons as to why they are not prosecuting and confirmation they are not doing so.</p> <p>AFTAB investigator has been liaising with the Police. It appears the reason is the lack of substantial evidence that the engineer has taken the money.</p> <p>Loss sat on Phil Bowdry's books and he will attempt to recover this from the BOI. DP to send document to RW upon receipt.</p>
Abbey Road	<p>AW has discussed the matter with Keith (KB). KB has discussed with John Breedon (JB) and the thought is that the loss may need to be written off. AW suggested conversation to be had with AVDB.</p>

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	AA to chase KB and JB.
AP mismatches	<p>ATOS and FJ having a look at the action to see if anything can be made better and to provide explanation as to what has happened and situations where mismatches occur. Awaiting thorough explanation.</p> <p>NB requesting further information as to how long this has been a known issue and what response is being given to branches when the issue has been raised.</p> <p>If raised by a customer it may not be flagged by the branch. All helplines and the customer service centre need to be aware of the issue and how to communicate this to the branch.</p> <p>AA to update after tomorrow's conference.</p>
Bush Hill Park	Deduction from remuneration will be set up for the outstanding debt following information received from AW. AA to keep a watching brief to see if SPM comes back and queries this further.
Swanscombe	AW requested help in terms of response to be given to partner re Horizon disputes. AW to refer to IT. IK to send further information to assist AW.
Great Missenden	<p>Query raised with regard to different Horizon reports not aligning to one another. Difference between daily report and balance snapshot related to pay stay transactions that went through the TA process. Query as to whether EPOS transaction should sit on the report. AW to give a copy of his response to the contract advisor (Lin Norbury).</p> <p>Query from HR at the branch querying negative pay. AW has responded. Branch on the watch list with Lin and CA.</p>
Springfield	Intervention visit going ahead today. To be kept open
Farnworth	Intervention visit booked. AA has received update that the visit went ahead on 27 January. FSA checked paperwork and contacted ATM team who were sending out correspondence. To be closed.

New Issues Identified

Name	Area	Issues/Observations/Comments
NB	Network	No issues

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IK	NBSC	<p>Fleckney – SPM rang and advised he wants to send evidence to forensic accounting team. SPM called POL to request address to send evidence. KB is the contract advisor.</p> <p>Market Drayton - £4k loss. Investigations carried out. Losses claimed to be due to Horizon system. Escalated to branch support. Intervention is due for the branch.</p>
ALD	Bond Dickinson LLP	No issues
AW	FSC	<p>National Health lottery – customer has raised a dispute as to the prize money being paid out. FJ have advised it appears there might be a problem. Appears Horizon is telling them it's a £100 prize when the £1 ticket attracts a prize of £250. Matter under investigation. Not clear if branch have made an error or if this is a system error.</p> <p>When customers purchase currency they can pay by credit and debit card. If money is paid and then currency not available, a reversal will need to be done. The transaction should be done as a pre order in case currency not available in branch. If Post Office Limited card used - the transaction cannot be reversed. Appears to be a problem with this card only. The issue needs to be raised with the credit card team so this matter can be investigated. Appears to be a product design issue.</p>
MS	Cartwright King	Attended meeting with John Scott, Rob King and Jessica – decision taken to terminate investigations on a number of cases where there are still suspects in the investigation stage. Various different teams to be contacted and updated accordingly. Any questions regarding this are to be directed to John Scott.
CT	Network	No issues
DP	Security	<p>1. Recent audit shortages where Horizon raised as an issue – Eastchurch – FSA attended branch before Christmas and SPM mentioned losses that are being rolled over. £36k loss centrally. Audit on 26 January. Resulted in further losses of £4k. West Boldon – audit arranged due. SPM falsifying accounts. Large loss.</p> <p>2. 3 recent shortages where there were similar shortages last year. - Hillview Crescent (475458) - SPM reinstated after Second Sight review. £13k shortage. Last August - £16.8k shortage.</p>

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		<p>- Cadnam (261458) - £12k shortage. Back in August - £11.5k shortage. Not recording scratch card sales. Any prizes are being recorded as sales.</p> <p>- Yaxley (331136) – Situated within a public house. SPM caught on CCTV stealing money from the pub. Audit booked for this Friday. £13.5k loss on 13 June 14.</p> <p>3. Temple Fortune (071075) – closed as no further action. SPM has written to AVDB. Claims loss due to Horizon. Blames postman for stealing business deposit. SPM has gone to the Police. No further action as there is no evidence. SPM is now blaming Horizon. Contract terminated.</p>
KH	Bond Dickinson LLP	No issues
JS	Legal	No issues
RW	Legal	No issues
AA	Network	No issues

Action Points

- 1 ATM Gluing case – DP to circulate CPS response upon receipt.
- 2 Abbey Road – AA to chase KB and JB re updated position.
- 3 AP mismatches – AA to update following the conference.
- 4 Bush Hill Road – AA to keep a watching brief.
- 5 Swanscombe – AW to refer to IT. IK to send further information to assist AW.
- 6 Great Missenden – AA to update.
- 7 Springfield – awaiting intervention visit – AA to update.