

Bond Dickinson

Meeting: 18 May 2016

Attendees:

Team / Function	Attendees
Legal	Martin Smith of Cartwright King (MS) Rodric Williams (RW)
Financial Services Centre (FSC)	N/A
Security	Helen Dickinson (HD)
Comms	Melanie Corfield (MC)
Network	N/A
Support Services	Anne Allaker (AA) Wendy Mahoney (WM) Shirley Hailstones (SH)
Network Business Support Centre	N/A
Information Technology & Change (IT&C)	N/A

Previous issues identified and further action to be taken

Issue	Issues/Comments/Next steps
AP mismatches/ SSKs	AP mismatches – AA has sent a brief to AW and has asked AW to get in touch with her if further clarification was needed. AA saying that she would like the '2010' report and she understands that Peter Newcombe has a copy of the report. AW to pick up with Ian Humphries in the first instance. SSK – AA referring to the Trowbridge incident and how a few Crown Branches have raised SSK losses despite Horizon not likely to be at issue. Various teams are involved and security is currently looking into Trowbridge. AA saying that she will monitor how the Trowbridge matter plays out and then the Crown team will look into managing the ongoing SSK issues. Further updates will be provided on the next call.
Bangor	KA has had a discussion with Pete Newsome who in turn is in discussions with Steve Blampied. Work in progress and further updates will be provided on the next call.

Transaction corrections	AA is still waiting for a response from Ian Humphries to clarify if the matter has been fully resolved.
Sean Farrow (SF) supply chain	AA clarifying that the matter was reopened on 8 April 2016. Currently looking to see if the answers are in the ATOS domain or cash management. AA unable to comment further until she has chased for information. AA will copy SH and AW into her email.
Wimbledon 119001	<p>SH seeking clarification of the figures. MS saying that there was limited information available as data only present for the last year and half. The recent data suggests false balance issues and therefore it will be useful to look into older data as well.</p> <p>SH asking who should make the decision about looking into the older data. MS saying that RW could give the go ahead. MS will liaise directly with RW outside of the meeting.</p> <p>RW happy with this but also emphasising that this matter is subject to the group action and data could be disclosable. RW asking for no email traffic on this matter.</p>
Freeths Solicitors	<p>RW saying that there is ongoing litigation in respect of this matter and it was not suitable to discuss this during the call in order to maintain privilege. RW briefly saying that a Letter Before Claim has been served which he needs to respond to. RW will liaise directly with SH and KA to outline what further assistance he will need from them.</p> <p>NB also clarifying that the last call minutes stated that hard copy documents should not be destroyed however this also extended to electronic documents as well. RW confirming and saying that all data should be preserved and retrieval and this applied in particular to archived data.</p>
Mismatches (100 branches)	AA has been in touch with the Local Authority/Housing group and will forward email update. Gayle will be liaising with Loraine Garvey and Kay Wilson regarding finances. AA also saying that she has corrected/updated the technical matters and there are in fact around 177 branches affected. AA will share the information with SH and KA once the update from Gayle is received. This matter could potentially be closed thereafter.

New Issues Identified

Name	Area	Issues/Observations/Comments
MS	Cartwright King	Wimbledon can be taken off this agenda: Martin & Rodric catching up offline.
RW	Legal	Rodric advised that Freeth's has to be removed from this agenda.
HD	Security	No issues

MC	Comms	No issues
WM	Support Services	No issues
AA	Support Services	<p>Raised on behalf of NBSC: Newport post office, branch code; 2163217 - Horizon outage & banking transaction. TC will be issued to rectify issue at branch. This was applicable to issue on 9th May. Operator wants call recording of initial call he had with NBSC as it was not handled too well: advised this would need to be done via FOIR. Kendra will speak with the branch later today & review how NBSC handled the call. RW confirmed that the root cause of the issues has still to be identified. AA, SH & RW will devise letter for Operator when root cause has been established. Mel also asked to be cc'd in as Computer Weekly has submitted a FOIR.</p> <p>AP mismatches, SSKs – Andy Garner should have an update from Ian Humphries by the end of the week, which he will share with Shirley.</p> <p>Anne advised that Mismatches (100 branches) & TCs can be closed down now as confirmed Lorraine Garvey and Kay Wilson (FSC).</p>
SH		<p>SH raised the issue re comms going to wider business re instructions for Freeths & the email address to which enquiries should be directed. SH & RW will take this offline; can be removed from this agenda.</p> <p>SH advised that Kath has now received ARQ for Bangor, however there is an issue with the passwords. Kath will pick this up with Security.</p> <p>Supply Chain (Sean Farrow); an update has been provided "<i>The call is still with SAP Support, Please find the last update from Graham Heywood. Completed investigation found nothing to suggest anything other than incorrect keys are been pressed, taking advice from Paul Mailey on how to progress</i>" SH will chase further update from Paul Mailey/Sean Farrow.</p>

Action Points

- 1 AP mismatches, SSKs – Andy Garner to share update with SH.
- 2 Bangor – SH to provide further update on next call.
- 3 Transaction corrections – To be closed.
- 4 Sean Farrow – SH to chase update from Paul Mailey.

- 5 Wimbledon – MS to liaise with RW offline re review of older data.
- 6 Freeths – To be closed.
- 7 Mismatches – To be closed.