

Bond Dickinson

Meeting: 23 March 2016

Attendees:

Team / Function	Attendees
Legal	Martin Smith of Cartwright King (MS) Kayleigh Whitman of Bond Dickinson LLP (KW) Rodric Williams (RW)- Apologies
Financial Services Centre (FSC)	Andrew Winn (AW)
Security	Helen Dickinson (HD)- Apologies
Comms	Melanie Corfield (MC)
Network	Anne Allaker (AA) Craig Tuthill (CT)
Network Business Support Centre	Ibrahim Kilzildag (IK)- Apologies check made with Andrew Kenny by AA prior to conf call.
Information Technology & Change (IT&C)	N/A

Previous issues identified and further action to be taken

Issue	Issues/Comments/Next steps
AP mismatches/ SSKs/ Disconnected sessions	<p>AP mismatches – AA has chased Ian Humphries in ATOS. No response has been received. Matter to be escalated. Suggested escalation point from Angela VDB is Ben Cooke.</p> <p>SSK's in crown branches – A further issue brought to light in the last week. Trowbridge branch complaining of losses attributed to SSK –open security investigation. AI Engineer has been to the crown branch and following this, has sent an email to the branch making statements about the system that have been misunderstood. Statements have been made that suggest switches can cause losses in the branch. Supports position that SSK's losing the branch money. Retraction of comments being sought. Official report required from AI and SSK's to retract statements made. Technical explanation required and definitive statements to explain further the points raised within the email. C/Fwd</p> <p>RW to discuss with Andy Garner for a response to issues from an IT perspective. C/Fwd</p>

ATOS	Email to Rebecca Barker to chase response re supplier contract. Awaiting further update. C/Fwd
Panorama	Editorial complaints have provided their draft response. They do not accept that there has been a breach of guidelines. Opportunity to appeal final decision to BBC Trust but this is unlikely to be taken up. Look to close.
Crown Loss	The Crown team are reviewing and are due to re review the crown statement. Update to be provided in due course. Bangor- Northern Ireland. Unexplained amount of £11k on chq line queried to Crown team by Finance Service Centre (Lesley Cook).
Transaction corrections	AA has emailed Katy at ATOS to chase update. Fix has been implemented. Branch has option to accept or back out. When branch attempted to back out it went to cash which would have impacted the balance on the trading statements. Even if the branch backed out, the TC would have had to be accepted at the end of the trading period. RW to discuss with AW offline. AA to chase another contact in Atos as Katie Austin has moved on.
Sean Farrow (SF) supply chain	AA has details of 5 branches identified. 6 th branch identified. No explanation for the issue despite SF going to someone within FJ. Initially suggested it was user error. Discounted user error through CCTV. Gillian reviewing within FSC. AA to discuss with SF. Understanding needed as to what has caused the problem. C/Fwd.
Andy Winn (AW) FSC	Chatworth Road 349340 – problem with branch to branch transactions. Wrong labels used. Duplication of labels. SPM is saying the issue should not be able to happen with the same label being used multiple times. Known issue which has not been progressed. AW has written to branch -Closed.
Andy Winn (AW) FSC	Wimbledon 119001 – unpaid cheques (stock line on Horizon) – branch challenged why a value is showing. £2.5k loss when removed. Fault to be created on NBSC kit. To be corrected in the same way to see what effect this has.-This theme may date back to 2005. AW to ask Wendy Mahoney to progress in his absence. MS asked for assurance that there would have been no prosecution based on this type of incident.

New Issues Identified

Name	Area	Issues/Observations/Comments
AW	FSC	No Issues
KW	Legal	No issues
MC	Comms	Letter sent to branches (unknown circulation) by Freeths solicitors to encourage branches who may have had discrepancies to contact them.

MS	Cartwright King	MS would like to be copied into emails re transaction corrections. – Close completed.
CT	Network	No issues
AK	NBSC	No issues
AA	Network	No issues

Action Points

- 1 AP mismatches, SSKs – RW to discuss with Andy Garner for a response to issues from an IT perspective. CT to continue exchange with Paula and Rebecca Barker.C/F
- 2 ATOS – AA to update. C/F
- 3 Panorama – C/F
- 4 Crown Loss – C/F
- 5 Transaction corrections – RW to discuss with AW
- 6 Sean Farrow – C/F
- 7 MC to share letter from Freeths solicitors and brief for front line with AA & MS.