

One to One Meeting Record

Name:	Robert Daily
Line Manager:	Simon Hutchinson
Date of meeting:	02/10/13
One to One period covered:	August - September

Celebrate key activities/Understand priorities/Imagine what you need to deliver activities

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Priorities this month –

Balgreen Rd & Craighpark – POCA cases to be progressed to conclusion.

Winchburgh & Garelochhead - Cases to be progressed to conclusion.

Mental Health issues – Liaise with BTO to provide background of cases to speed up progress.

Scottish Business Resilience Centre (SBRC) – Attend forum with SBRC & Police Scotland re organised criminals targeting vulnerable people across Scotland with bogus workmen activity.

Security Compliance & Safety (SCS) – Ensure North Team complying with activities required to progress programme. E.g. Cross Pavement Surveillance & Stripe

How you demonstrate our Directorate Behaviours – Care, Challenge, Commit

Scottish Business Resilience (Crime) Centre (SBRC) – Actively engaged with members of the Private Financial Sectors and Police Scotland through Physical and Vulnerable Adults at Financial risk forums. These meeting are designed to minimise risk to our business through sharing best practice and information.

Security Compliance & Safety (SCS) – Manage the SCS for the North Team organising Stripe activities and Cross pavement surveillance. Stripe has progressed significantly and has with significant input from myself developed into a compliance system for all CVIT operations.

Solicitors – In full consultation with Jarnail Singh I have secured the services of Brechin Tindall, Oatts to advise on all casework within Scotland. Advising BTO & Crown Office and Procurator Fiscal (COPFS) over cases previously submitted in view of the Second Sight report.

Case Review - I have conducted a full casework review taking into consideration the Scottish Legal system. I have engaged extensively with the aforementioned Solicitors. This consultation has resulted in a considerably reduced administrative and investigative process bringing POL into line with the Police and other prosecuting authorities within Scotland. This review commenced by myself has reduced the time of report submission by minimum of 5 days.

Reward & Recognition Work stream – I have been an active participant in the Work stream receiving significant recognition from the Work stream leader for my input and efforts.

Financial Investigators – I have long recognised that a FI is required for Scotland as the Crown Office has now deemed that Police Scotland FI's are no longer to be used as a Debt Collecting Agency for external business. I have set up and attended an initial meeting with Police Scotland and Post Office Ltd FI's. The meeting discussed how POL can access recovery from POCA through a complicated legal system.

Lanark PO – I was informed on route to Aberdeen that a fire had destroyed Lanark PO following a retail burglary. I took charge of the incident engaging with the Subpostmaster, NBSC, Grapevine, Branch Support, CVIT and Audit though various times of the day to give updates.

Recognition – I have received recognition from personnel within Security & the business for my endeavours

Progress against objectives	Next milestone
On target	

Areas for development/Support required/Time management	Activity Plan	Progress
Robert requires support to progress his cases.	<p>GRO</p> <p>GRO Suzanne is to assist with cases. If not available Team to be approached.</p>	Expected delivery on cases by end of October 2013

Fraud case update; (cases causing issues delays etc).
 Delays have been due to getting customer statements and agreeing dates for Assistant statements. I have been liaising with Brechin Tindal Oatts (BTO) Solicitors re cases submitted to PF. I have held several case conferences with BTO Solicitors including historic cases where Subpostmasters have claimed mental health issues BTO are to raft an advice in relation to progressing the cases.
 All other cases now need to be progressed. Agreed - KR

Individuals comments

I am concerned that cases are not progressing however my Line Manager has been very supportive and understanding to the reasons why. He has discussed this with me and is providing support to help progress these. Support for Robert to be put in place to relieve pressure - SH

Simon has been very supportive since coming into the role as Line Manager and I can approach him with any concerns and have done so. He has been proactive in obtaining support in Scotland and I thank him for doing so.

Action Points and Line Managers comments

Team Leader Comments:

- GRO Robert requires support from Suzanne Winter, and other team members, to progress his large case load.
- GRO Engagement with the SBRC, however this needs to be progressed, and taken advantage of particularly around the certified training which this organisation supplies. Regular TL support is required with BTO regarding investigation progression.
- Robert is responsible for an extremely large geographical area and will require continued support from other North Team members.
- Robert requires continued Team Leader support regarding liaison with the POL Scotland Solicitors - Brechin, Tindal & Oatts (BTO)

Simon Hutchinson 2/10/13