

One to One Meeting Record

Name:	Christopher G Knight
Line Manager:	Simon Hutchinson
Date of meeting:	30/10/2013 (BOLTON 11:45 to 12:40)
One to One period covered:	Sept / Oct

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

- Visited elderly customer in evening to explain case result – 23/10/13
- Conducted FSA presentation – helping Security Team at audits 07/10/13
- Conducted Loss Prevention presentation at Chesterfield Crown office 29/10/13
- Conducted PACE interview in Lincoln (took along Colette as observer) – 09/10/13
- Sat with Colette and rehearsed interview opening and closure – discussed PACE to prepare her for her attendance of Refresher training course - Oct
- Worked on Counter in Nottingham during strike cover – 1st time on open plan – had to overcome issues of security and working practices – 30/09/13
- Visit Longton Crown Branch (took Andy McCabe) after discussion with BM around her concerns of losses / staff involvement – 02/10/13
- Involved in setting up of DVLA work in chesterfield – process – Sept / Oct
- Conducted CVIT survey at Future Walk ready for delivery of MVL discs – 29/10/13
- Attended Sheffield Depot for SIA licence refresher WTLs – 08/10/13
- Visited 2 x Buddy Branches – 17/09/13
- 3rd Visit to White Willows sheltered accommodation to reassure POCA customers – 18/09/13
- Attended Leeds to assist with Conduct Interview with Andy Carpenter – 10/09/13
- Involved with PCi Audit including final interview in Bolton – 23/09/13

Priorities this month – Obtain DAM for cases and obtain Summons where necessary

Complete TORCH visits

Presentation reference Exhibits to Audit Team 04/11/13 - Nottingham

Patrols in Hull 27/11/13

Conflict Training 19/11/13

Review of Sheffield Crown / CViT procedures - 28/11/13

Meeting Police Sheffield CViT – Christmas Deliveries - 11/11/13

1 x day leave 29/11/13

Presentation Courtroom Confidence – Exeter with Mark Dennett 06/12/13

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

- Challenging – ways and behaviours not in line with business targets
- Care – evening visit to elderly customer to explain NFA case and Conduct outcome. Visited 2 x branches after serious incidents and reported. Continued liaison with branches to overcome issues; ATM not accessible Barwell.
- Trauma Counselling for Pmr and female staff member – Little Hallam
- Commit – to working through issues against hurdles of time restraint and priorities

Progress against objectives	Next milestone
On target	

Areas for development/Support required/Time management	Activity Plan	Progress
Delivering Courtroom Confidence with Mark Dennett		Delivered to FSAs in Newcastle and Wolverhampton. Also to NBSC Staff

Action Points and Line Managers comments
Recognition -
<p>Case Files – Croxtan Kerrial – Police Liaison – Trial due on 9th Sept – attended on day but adjourned until w/c 10/02/14 South Lynn – Interview arranged Thrs 01/11/13 Montrose Ave – CLT advice received via email (prosecution) – awaiting papers to be returned Gressenhall – awaiting Prosecution Authority Rillington - awaiting CLT advice Ravenshead – statements obtained as per CLT advice Digby – papers submitted for CLT advice All cases dealt within reasonable timescales and submitted accordingly.</p>

Fraud case update; (cases causing issues delays etc).

<p>Individuals comments: Kevin Ryan explained at August One 2 One that at the 3 monthly levelling CK was scored as a <input type="checkbox"/> but this was levelled to a <input type="checkbox"/> marking. CK concerned that this was done external to the usual process which affected enjoyment of 2 weeks leave. CK to understand reason in order to change working process and target activity and behaviours to obtain a <input type="checkbox"/> marking at 12 monthly PDR stage.</p> <p>Team Leader Comments:</p> <ul style="list-style-type: none"> • Good approach to Longton Crown Office visit, in terms of protecting BM concerns re branch losses, which she raised to security. • Celebrate - Understand – Imagine, discussed and acknowledged as good performance which meets with expectations. Christopher further supports and is developing other team members (Colette and Andy B). • Cases on hand are being progressed adequately • Care – Challenge – Commit, discussed and acknowledged as good performance, particularly around victim support. However Christopher lacks adequate law enforcement engagement; it
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is essential that this matter is addressed and early relationships created in order to step in line with other UK regions.

- Particular recognition for capturing CCTV of the Gas Attack on Barwell Post Office ATM. After several failed attempts to down-load, Christopher captured the event direct from the PC screen.
- Christopher has previously raised concerns as to being levelled at a coro marking and what is required to raise this to a coro marking – Informed that Police/law enforcement engagement is an essential element to the Security Manager and the protection of POL assets. Furthermore a good working relationship with local police services can assist in both POL and police investigations concerning post offices and their staff. Christopher to progress.