



## Casework Investigation

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### Casework Investigation

With the exception of culpability, (i.e. for breach in Security Policy during a robbery etc.) this process involves recording and tracking all incidents / discrepancies at Post Office branches that may result in former subpostmaster debt.

#### Step 1

Receive 'Event Capture' form from the Auditors / Network Field Support Team. (i.e. Containing discrepancy and branch details). e.g. An audit discrepancy.

#### Step 2

Is there a requirement to raise a new case?

#### Step 3

If no, at step 2 create new record in 'Incident' workbook. (i.e. With appropriate details). A 'no' decision is likely when there is no criminal activity.

#### Step 4

If yes, at step 2, the Security Investigation Team assign an Investigator to the case.

#### Step 5

Complete 'New Case Raised' form with appropriate details. (i.e. Incident / branch details).

#### Step 6

Notify Security Team, Financial Investigation Unit, where discrepancy is >£20K. Go to step 1, Security and Investigation process flow chart.

**Step 7**

Create new record in 'Incident database'. (i.e. XLS workbook). This is used to record, monitor and review the lifecycle of all matters raised for investigation.

Details comprise of the following:

Ref No.  
Date recorded  
Period Date  
Branch Name  
Branch Code  
Post code  
Location  
Team Leader  
Name of Multiple (where applicable)  
Name of 'other' location involved (where applicable)  
Date of Incident  
Incident Type  
Client Reference where applicable, i.e. Girobank cases, Missing voucher,  
P&A Overclaims  
Date referred back to client  
Brief details  
Loss  
Named / Users  
Outcome  
Investigation Case Reference number (if applicable) Comments  
Case may have been raised if workload and resource permits (Y/N)

**Step 8**

Create new case folder in Windows Explorer. (i.e. To store all relevant case details).

**Step 9**

The Investigator assigned to case completes 'Stakeholder Notification' form.  
(i.e. To inform stakeholders which Investigator is assigned to case).

**Step 10**

Receive 'Stakeholder Notification' form and update 'Casework' workbook.  
Archive documentation in Windows Explorer folder.

### **Step 11**

Investigator completes 'Suspect Offender' form. (i.e. As a result of interview with offender including a brief summary of admission / denials made at interview).

### **Step 12**

Update 'Casework' workbook. Archive documentation in Windows Explorer folder.

### **Step 13**

Receive 'Suspect Offender' report and 'Investigation' reports. There are two types of 'Investigation' reports. (i.e. A personnel and legal report) Also, acquire 'Tape Manuscript' of interview. Subsequently, update 'Casework' workbook. Archive documentation in Windows Explorer folder.

### **Step 14**

Receive hard copy case file (i.e. Green folder) from Investigator. (i.e. Hard copy evidence is required for legal reasons).

### **Step 15**

E-mail 'Personnel Investigation' form and 'Tape Manuscript' to Contract Advisor.

### **Step 16**

Update 'Casework' workbook. Archive documentation in Windows Explorer folder.

### **Step 17**

Send hard copy case file (i.e. Green folder) from Investigator (i.e. Hard copy evidence is required for legal reasons) to Criminal law Team. (Incl. taped manuscript and Personnel Investigation' form). Essentially, all hard copy information is sent to the Criminal law Team.

### **Step 18**

Update 'Casework' workbook. Archive documentation in Windows Explorer folder.

### **Step 19**

Receive memorandum detailing recommendations (i.e. To prosecute) and 'Schedule of Charges' (if applicable) from the Criminal Law Team.

### **Step 20**

Send case details (i.e. Investigation reports, tape manuscript, recommendations, and 'Schedule of Charges') to Senior Security Investigation Team leader. (i.e. Currently Julian Tubbs).

### **Step 21**

Continue with case?

### **Step 22**

If no, at step 21 notify stakeholders of decision not to proceed. (i.e. Contract Advisor and Security Investigator).

### **Step 23**

Update 'Casework' workbook. Archive documentation in Windows Explorer folder.

### **Step 24**

If yes, at step 21 notify stakeholders of decision to proceed. (i.e. Contract Advisor and Security Investigator).

### **Step 25**

Send hard copy case details (i.e. Green folder) to Investigator to acquire 'Summons'. (i.e. A legal document issued by a Court usually requesting that the offender attends a Court of law).

### **Step 26**

Receive 'Summons' from Investigator. Verify details with original case information.

### **Step 27**

Send 'Summons' to Group Security for previous criminal conviction check.

### **Step 28**

Receive criminal conviction check at step 27 and notify Investigator of outcome.

### **Step 29**

Await Court Hearing.

### **Step 30**

Receive 'Sentence' details from Criminal Law Team. Also, includes repayment details.

### **Step 31**

Investigator e-mails 'Post Office Security' inbox to close case. (i.e. Notify stakeholders).

### **Step 32**

Update 'Casework' workbook. Archive documentation in Windows Explorer folder.

### **Step 33**

Receive hard copy case file from Investigator and archive documentation.

### **ENDS**