

Message

From: David Oliver [GRO]
Sent: 11/08/2014 12:59:59
To: Belinda Crowe [GRO]; Parsons, Andrew [/O=BOND PEARCE/OU=First Administrative Group/cn=Recipients/cn=ap6]; matthew.fielden [GRO]
Subject: I will print hard copies

Opening Points

- Having read over the Weekend I was so concern I felt obliged to contact Chris Aujard in Australia
- The Part two report needs to help applicants at mediation – currently does not – in fact adversely impacts
- Timing – The report was originally due on 26 March (MPs and WG commitment) – arrived 5 August
- Process has been difficult – repeatedly sought meetings no substantive face to face meetings, no discussion of draft
- Comments in context of trying to work with Second Sight to help you deliver a document that helps applicants

Generic Points

1. Timescales – have slipped
2. Scope – has crept
3. Evidence – needs to be more clearly referenced
4. Do you understand the response that POL will be forced to take to the current form

Contracts

- ✓ Why are contracts in scope?
- ✓ Where receiving legal advice from?
- ✓ If no legal advice – need to make this clear
- ✓ What do if applicant relies on this and it is struck down
- ✓ Out of scope

ATM

- ✓ Why did you disregard the content provided by AP and AVDB
- ✓ In 3.18 are SS trying to say that there are circumstances where they would support False accounting – which is a criminal offence

MVL

- ✓ Scale?
- ✓ Raised with POL previously?

National Lottery

- ✓ What progress have you made since your spot review?
- ✓ What is the conclusion that helps the applicant here?

Training and Support

- ✓ What is the overarching/thematic issue in this section?

Helpline

- ✓ Allegations not findings. All very case specific so how does this assist an applicants?

Limitations in the audit trail

- ✓ Which products do you think there is a problem with the audit trail?

Transactions not entered by SPMRs or staff

- ✓ How has your thinking on this matter evolved from your spot review?
- ✓ How is this thematically applicable?
- ✓ How many cases does this apply to (we are aware of two)?

Automatic transaction reversals

- ✓ How has your investigations progressed and what are your findings since spot review one?
- ✓ What is the outstanding issue given that this was addressed in Spot Review One?

Cash and Stock remittances

- ✓ What question do you want us to address?
- ✓ If issues resolved what is your finding?

Missing Cheques

- ✓ Post Office currently working on following meeting two weeks ago?
- ✓ Why not quoted the Spot Review finding that missing cheques are not bourn by SPMRs

Pensions and Allowances

- ✓ How does this assist the applicant
- ✓ Dropped prosecutions – out of scope.

Post Office Retention Policy

- ✓ What is the point?
- ✓ Do you think POL should change the period?
- ✓ If so need to have considered legal and regulatory requirements?

Surpluses

- ✓ What evidence that POL does not investigate surpluses?

Section 16

- ✓ How is this discrete and different from Sections 18 and 19
- ✓ How many cases?

Error and Fraud repellency

- ✓ Approached on a general basis (except for lottery and giros)
- ✓ What evidence have you found?
- ✓ What other products do you think there is a problem with?

Giros

- ✓ Addressed in spot review – what further question do you have?

Hardware issues

- ✓ How do you link hardware issues to actual losses?
- ✓ What evidence of hardware causing losses?
- ✓ Is there a specific issue or a thematic issue?
- ✓ What is your finding?
- ✓ Is 20.4 the same issue as a spot review?
- ✓ How does this assist the applicant?

Post Office audit procedures

- ✓ What is the finding?

Post Office Investigations

✓ Out of Scope

CLOSE POINTS – dependant on call

- A. Letter
- B. Comments
- C. Mark up copy
- D. Meeting to discuss comments

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