

Bond Dickinson

Regular Call re Horizon Issues

Meeting: 2 October 2013

Attendees:

Team/Function

Attendees

Legal

Rodric Williams (**RW**)

Jarnail Singh (**JS**)

Martin Smith of Cartwright King (**CK**)

Financial Services Centre (FSC)

Rod Ismay (**RI**)

Security

Dave Posnett (**DP**)

Rob King (**RK**)

Communications

N/A

Network

Gayle Peacock (**GP**)

Nick Beal (**NB**)

Information Technology & Change (IT&C)

Steve Beddoe (**SB**)

Network Business Support Centre (NBSC)

Kendra Dickinson (**KD**)

*Bond Dickinson***Previous issues identified and further action to be taken**

Issue	Issues/Comments/Next steps
Prestbury	Discs have arrived. Helen Rose will be asked to review them. Early indication seems to indicate the branch did declare a discrepancy on the day stated.
ATM Gluing Case	The details of the visits made by the engineer cannot be obtained. A process needs to be in place going forward where this MI can be provided. GP mentioned a wider issue of suppliers in general not providing information to the business about which branches have been visited.
Rhigos Branch	GP – Angela to meet with Colin and talk to the SPM. The case has not yet been through the business process and therefore will not qualify for mediation. To conclude internal process – to be kept open.
ATM	Not discussed specifically on the call but the banking team have been made aware.
Post & Go	<p>Leeds branch is now balancing.</p> <p>All branches balance differently. Wincor file goes into Horizon and becomes part of balance. Process issue to ensure consistency.</p> <p>Visit to Durham has taken place. Again, they were using the old instructions for balancing. This would be resolved with the new version of ATMs but a communication will be used to ensure branches with older machines are using the correct instructions.</p>

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	<p>Leave action open until investigations finished</p> <p>Appears to be an Operator issue rather than Horizon.</p>
Belfast Refresh	<p>No update</p> <p>SB has provided RW and GP with an e-mailing outlining dates.</p>
Nelson	<p>GP has provided the discs to Helen Rose.</p> <p>SB to obtain FJ response with regard to technical points identified.</p> <p>Point made on the call about the importance of written documentation with this case.</p> <p>GP made the point that the Horizon issues had already been dealt with and those should not have been raised at the visit.</p>
Cheques	<p>RI up-dated that there is about £20k of un-assigned cheques and the team are working to find the branches which have been sending them in.</p>
Pontycymer	<p>Field Advisors have been sent out and the same approach will be used as Nelson if need be..</p>

New Issues Identified

Name	Area	Issues/Observations/Comments
DP		<p>The appeals of North Connolly and Moy were mentioned. With the case of Moy, the branch suffered a £22k loss and the paperwork provided seems to indicate that the Trading Period Report has a different number printed on it compared to the TP</p>

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		number on Horizon. Dave to send to Andy Winn to have a look at. Darren James-King case at Heugh was also mentioned.
GP		Two new branches identified on log which will need to be passed to Steve Beddoe to investigate – Woodham and Charnley. Both are citing Horizon issues.
NB		No Issues
SB		No Issues
KH on behalf of AP		No Issues
RW		No issues
KD		No Issues
JS		No Issues

Action Points

1. Prestbury – GP to ask Helen Rose to review data
2. ATM gluing case – Rob King to set up process in the interim with BOI to obtain engineer visit information going forward.
3. Rhigos – Internal process to be completed. Update further in due course.
4. ATM
5. Post & Go – SB to update further once investigations have finished within the 3 branches.
6. Nelson - GP has disk of data – to speak to Helen to decipher data
7. Nelson - SB to obtain FJ response with regard to technical points identified.
8. Pontycymer – SB to carry out further checks. Matter to be updated following further review.