

**Notes from Second Sight / Post Office meeting 11<sup>st</sup> March 2013**

Attendees: Alwen Lyons, Simon Baker, Ian Henderson, Ron Warmington

Not present: Angela Van-Den-Bogerd, Susan Crichton, , Rod Ismay

Items Discussed:

1. Update on number of cases:
  - a. 27 MP submitted cases (one has dropped out since last time).
  - b. 60 JFSA inquires of which, of which documentation came through for 30, of which 19 to 20 will result in cases.
2. There are eight themes that have emerged from these cases.
3. Spot reviews:
  - a. Three have been passed to POL for comment.
  - b. 16 more spot reviews have been documented by Ron, now with Ian to evaluation against the XML data.
  - c. John Armstrong case:
    - i. Very simple incident.
    - ii. Occurred last year
    - iii. Customer wanted to pay for a phone bill, while it was being processed there was a power failure.
    - iv. Horizon backed out the transaction – without communicating this to the sub-postmaster
    - v. For the first time have evidence Horizon has done something without reporting to the sub-postmaster
    - vi. These incidents seem to be limited to power or communication failures.
    - vii. Some evidence that sub-postmasters have raised these type of issues with the Post Office but Post Office have fobbed off the sub-postmaster (eg of letter from Andy Winn)
    - viii. We can expect to receive this spot review by the end of this week.
  - d. POLs response to Spot Reviews need to be able to stand up on their own – understandable by MPs without background knowledge
4. Meeting with MPs on the 25<sup>th</sup>
  - a. James Arbuthnot has written to Alice asking her to the meeting and to bring colleagues if required.
  - b. The PR/comms meeting has been arranged for the 21<sup>st</sup> March 4pm, in 148.
  - c. Themes: Ian to mention them but not go into detail
5. Actions
  - a. Previous Actions:
    - i. Ian to e-mail Simon the general issues that the investigation will be focusing on.- **Closed**
    - ii. Simon to set up a meeting with Alwen, Alana, Mark Davies, Susan, Ron, Ian to discuss PR – **Closed**
  - b. **New Actions**
    - i. **Simon to invite Angela to the comms meeting on the 21<sup>st</sup> March**
    - ii. **Alwen to discuss with Alice the confidentiality conditions of the MPs meeting and her status/role at the meeting**
    - iii. **Ian to discuss with Janet the confidentiality conditions for the MPs meeting**
    - iv. **Simon to contact Angela about the Armstrong case, and determine if she happy for it to be processed as a spot review**