

Regular Call re Horizon Issues

Meeting 19/07/13

Attendees:

Team/Function	Attendees
Legal	Ben Thorp Andrew Parsons Martin Smith
Financial Services Centre (FSC)	Rod Ismay
Security	Dave Posnett Rob King
Communications	Sophie Bialaszewski Ruth X Barker
Network	Nick Beal Gayle A Peacock
Information Technology & Change	Steve Beddoe Jeff Burke
Network Business Support Centre (NBSC)	Kendra Dickinson

Name	Area	Issues/Observations/Comments
Rob King	Security	<p>Outlined the purpose of the meeting; to identify any issues around the integrity of horizon from a technical prospective and take any necessary action.</p> <p>A process needs to be set up within each directorate where each representative proactively seeks out any technically with horizon.</p> <p>No minutes circulated, but we will be taking notes. In scope were issues and problems the group were made aware of.</p> <p>Outlined issues from a security prospective, interview techniques amended to allow for horizon error defence, statement produced to inform subject "not here to discuss second sight review</p> <p>Expanded - Security are changing attitude and ways of interviewing under caution; faults and training are incorporated into interviews now, countering suggestions that Horizon is to blame for losses,</p>

		statement drafted along the lines of 'we are not here to talk about 2 nd Sight Review, we are here to talk about ...'.
Martin Smith	Legal	Confirmed it was good that Horizon wasn't discussed at length during interviews under caution and also the use of template statement. Would like to be appraised of developments re interviewing and to have sight of statement and scripts. Clarification on disclosure and email correspondence. Emphasised need to ensure that any document produced would be potentially disclosable.
Dave Posnett	Security	Reporting of issues by current or former SPMRs would be through publicised channels (Focusonline issue 164 and Intranet ... for current SPMRs: branch.support.team <input type="text" value="GRO"/> for former SPMRs: contract.admin.team <input type="text" value="GRO"/>
Andrew Parsons	Legal	Commented on need to limit public debate on the Horizon issue as this may have a detrimental impact on future litigation.
Ben Thorp	Legal	Indicated that Legal also deal with civil cases and they are conscious of cases that go into the public domain. Legal have a watching brief at the moment, monitoring whether any issues are referred to public courts before the 2 nd Sight final report later this year.
Rod Ismay	FSC	Brought this topic to the Operating Board, regarding consequences and impact on FSC, Security, etc. One area of concern was briefing/guidance/training on hazardous goods, mail instructions, DVLA, etc ... how do we get guidance down to say 7 pages to make life easier - not joined up . Several pieces of work on going that needed some form of overview, ensuring correct message going out with a coordinated approach. The number of training reviews/reviewees was also highlighted (elongated) and the

		<p>need for non/less professional personnel to get involved and sign off training aspects, material, guides, etc.</p> <p>Internet chat rooms - noted that chat rooms and forums have sprung up. Origin of one was Yahoo mail. Local groups/others have instigated chat rooms re giving advice (perhaps in good faith) . Question - what can we do about this? Currently no evidence of forums being used to give malicious advice to defend accusations of impropriety</p> <p>Debt conversations are materialising (not widespread at the moment) - discussions with SPMRs alluding to Horizon, but considered a fact of life given the publicity.</p>
Nick Beal	Network	Confirmed that SPMR's who coach others (e.g. experienced/good SPMRs) isn't signed off by POL. POL has no oversight and no resource to oversight. Possibly an opportunity moving forward as an idea which could assist in supporting SPMRs.
Sophie Bialaszewski	Communications	Asked if there was a 'Handling Plan' or master list of cases from which to deal with i.e. a definitive list of all Horizon referrals (2 nd Sight, referrals to Branch Support, Contract Admin, etc. Consensus was that there is no definitive list and that there are numerous working groups and channels for capturing Horizon issues.
Ruth Barker	Communications	<p>Mentioned piece in The Telegraph, where MPs were vocal about Horizon and constituents, but that these didn't form part of the 47 cases referred to 2nd Sight.</p> <p>Concerned that there was no definitive list of all cases that MPs currently have or may in the future enquire about.</p>
Dave Posnett	Security	Confirmed that security did not have a master list of all issues, unclear if anyone can respond to potential query ...

		appears there is currently no central point of contact for queries.
Rob King	Security	Pointed out that it was likely that offenders previously dealt with for non-Horizon issues, such as ATM investigations may now allege a miscarriage of justice.
Andrew Parsons	Legal	Stated all lists and spreadsheets should be sent to Rosie Gaisford for collation. Spoke about emails, written comms, etc ... if it's produced it's then available for disclosure, if it's not then technically it isn't.
Gayle Peacock	Network	Volunteered to arrange/consider collation of all issues into definitive list. Gayle or Network?? - Concerned about straight forward communication issues brought forward by CWU/NFSP were being presented as Horizon technical issues
Nick Beal	Network	Referred to the need to communicate to the business how we are dealing with the Horizon issues/problems ... to advise people out there. This should be a feeder into Angela's work - central data, opportunity, reputation. NFSP robust in defence of Horizon (disappointed in the interim report). Need to keep their support (tensions, participation in working groups, etc). Response to non-Horizon cases; action has been taken re discussions on suspensions ... Contract managers are considering carefully whether to suspend (amount and whether repaid will come into equation).
Steve Beddoe	Info Sec	Fujitsu are looking at SLA's, responses, etc ... no problems thus far. Info Sec to continue to support and factor in the right people to test. Number of activities underway to correct issues quickly and enhanced performance (smaller things) discussed/agreed with

		NFSP ... not new but reviewing workloads in Info Sec a top priority.
Kendra Dickinson	NBSC	Work is feeding into Gayle's area, have had some SPMRs make contact (following Focus and intranet instructions as to where to direct issues from current and former SPMRs). No big hits, looking at supporting branches, Help, Guidance ... feeding into whole thing.
Dave Posnett	Security	Agreed with attendees

Action Points

1. Rob to forward statement template and interim measure document to Martin Smith.
2. Gayle/Nick to liaise with Dave/Rob offline where appropriate.
3. Generate a list of past and current cases [query who is responsible to produce this?]
4. Legal and network to hold meeting offline to determine where requests should be channelled and define processes for communicating out to interested parties. NB Martin Smith; CK would need to be made aware of all requests for information [technical faults] regardless of whether it was horizon that may impact on a current or previous case [Not sure who took this action up Gayle??]
5. Dave to send out meeting invites (conference call on Wednesdays 10.00am to end of September)

The following to be invited to attend future conference calls, with each team/function responsible for ensuring a representative is present.

Team/Function

Legal

Attendees

Rodric Williams
Jarnail Singh
Andrew Parsons
Martin Smith

Financial Services Centre (FSC)

Rod Ismay
Andrew Winn

Security

Dave Posnett
Rob King

Communications

Sophie Bialaszewski
Ruth X Barker

Network

Nick Beal
Gayle A Peacock

Information Technology & Change

Steve Beddoe
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