


**Regular Call re Horizon Issues**

Meeting 31/0713

Attendees:

<b>Team/Function</b>	<b>Attendees</b>
Legal	Rodric Williams Martin Smith Jarnail Singh
Financial Services Centre (FSC)	Rod Ismay
Security	Dave Posnett Rob King
Communications	Sophie Bialaszewski
Network	Gayle A Peacock
Information Technology & Change (IT&C)	Steve Beddoe
Network Business Support Centre (NBSC)	Kendra Dickinson

Name	Area	Issues/Observations/Comments
Dave Posnett	Security	<p>Spoke about;</p> <ul style="list-style-type: none"> <li>Dave Posnett attended branch re security (TORCH) visit. The OIC demonstrated that a customer's letter was on the scales, weighed 25g and should be £1.70 for 1st class recorded delivery service. There was no icon or screen option for this service, the minimum service was £3.70 for a 2nd class recorded small parcel. OIC had contacted Helplines and was informed to reboot on each occasion. I took photos of the screen and calendar entries. Matter discussed with Simon Baker, but branch did not form part of 2nd Sight case referrals. Lepton situation concerning existing v system reversals discussed.</li> </ul> <div style="text-align: center;">                       Horizon Issue                      RECORDED DELIVER\                 </div> <ul style="list-style-type: none"> <li>Helen Rose completed a report re 'system reversals' on Horizon. These system reversals are normal and correct, but on Horizon and Credence logs these reversals show up as 'existing reversals', implying that the user has performed the reversal. On instruction</li> </ul>

		<ul style="list-style-type: none"> <li>• from John Scott, the report was emailed by Dave Posnett to Rodric Williams for comment/advice (cc Dave Pardoe, Helen Rose and Elaine Spencer).</li> <li>• Spoke with Suzanne Winter ... Martin Humphreys from Government Affairs is asking for information/background about the Thomas Brown case. This case (and the name Thomas Brown) was mentioned in Parliament by MP Kevan Jones when MP Jo Swinson spoke about the 2<sup>nd</sup> Sight interim report. I advised Suzanne to provide Martin with her offender report as he is an internal requestor and this would give him the background on the case.</li> <li>• TP call from Mike Stanway ... barrister from CPS currently prosecuting in a PO related matter has seen 2<sup>nd</sup> Sight report and media coverage re Horizon. Wants to speak to someone. I advised Mike that the barrister should be directed to Jarnail Singh in the first instance, or Martin Smith if need be, as the matter was in the court process and discussions should be maintained within the legal arena by lawyers. Also spoke to Jarnail who subsequently received the call from the barrister. Transpires the case concerned theft from a pouch and wasn't anything to do with Horizon.</li> </ul>
Steve Beddoe	IT&C	<p>Supporting documents are being improved as are help guidelines. Stakeholder meeting next week.</p> <p>Documents are being referred to NFSP, to be reviewed by less experienced SPMRs.</p> <p>Feedback from SPMRs from this years conference ... 'what can we do to make things easier'? Liaising with Fujitsu (reference data, quick fixes, budgets, etc) .... By August for January 'Release 10. Workshops ongoing.</p>
Gayle Peacock	Network	<p>Highlighted Bureau buy back problems. Discussion with Rodric Williams offline, though appears non Horizon related in so far as the 'buy' icon was pressed instead of the 'sell' icon.</p>
Rod Ismay	FSC	<p>Enquired about Crystal reporting (clarity of comms, etc). Sophie Bialaszewski to liaise with Comms Team.</p> <p>Mentioned 'Brand Forum' ; Paula driving, Gayle is putting TOR together re support moving forward.</p> <p>Meeting to be held with Martin McColls; topics to include suspense account, to ask how they want to be involved and have input.</p>

		FOI request received from FOI desk (to Andy Winn) re Horizon issues.
Dave Posnett	Security	Brief discussion held about ATM gluing case as matter mentioned by Rod Ismay. Dave briefly informed all on call that there was a case concerning ATM shortages at London offices where a particular engineer had visited.
Martin Smith	Legal	Indicated he needed to know if anyone had been prosecuted for ATM cases where engineer had visited.

**Action Points**

1. Gayle to obtain list of branches via Wincor where engineer has visited, to establish if branches have sustained losses and if the losses have been made good.
2. Rod Ismay to ensure branches are not billed for debts relating to possible ATM cases of concern.
3. Rod Ismay to establish how/when we know that a loss has occurred in an ATM.
4. Sophie Bialaszewski to check with Comms team about Crystal reporting (whether POL use it or whether we have something similar).
5. Dave Posnett to provide Steve Beddoe with details of recorded delivery anomaly and reversals anomaly.