

Review Information Summary

Reviewee Name	Review Name	Review Status	Overall Rating
Robert Daily	2013/14 Year End PDR	Activated	IRRELEVANT

Review Information

Reviewee	Robert Daily
Review Owner	Helen Dickinson
Review Name	2013/14 Year End PDR
Review Status	Activated
Review Period	Start Date 01/04/2013
	End Date 14/03/2014

Section Information

Name	Performance Against Objectives
-------------	--------------------------------

Robert Daily Comments

I have conducted interviews and submitted reports within the agreed timescales. Case related documents have been completed and submitted within timescales. My monthly Cases on Hand updates are submitted on time. I have ensured a pro-active response to all incidents and reported accordingly. Examples are my same day response to Lanark PO after a fire. I ensured Cash & Stock recovered and the welfare of the Subpostmaster, arranging the uplift of cash & stock when informed of an emergency closure at Galston. I continually support the Crown Office network and Supply chain through visits and advising on suspected offences. I have supported and delivered the Crime prevention visits in the Wirral. I am proactive in responding to the Employee Opinion Surveys. I have demonstrated inter strand activity by attending Chesterfield to view the fraud check system and ascertain how it relates to specific cases I have. I have been covering Crown Office strike action when called upon attending Paisley CO on each occasion. I communicate with my CVIT Depots on a regular basis. I also attend Glasgow Depot regularly and the remote depots when and if required to discuss and action any issues that occur. An example is attending Aberdeen Depot to rewrite new Security Instructions for their satellite depot in Inverness. These will be formalised as part of the local process pending agreement from CVIT Crew. My PDR is completed to timescale. I have achieved an 86% recovery (£68,733) in my cases. Scotland has no FI involvement however I contact them for advice when required. I have built relationships with Safer Communities Department (SCD) within the new Police Scotland, liaising with them over the 2 ATM Gas Attacks in Aberdeenshire. They deal with all CVIT incidents, robberies, burglaries in Scotland. I arranged a meeting for new members of their team to visit Glasgow Cash Centre to view the layout and security. I negotiated with SCD to ensure POL would still be informed of all CVIT Industry incidents in Scotland after the split. In return POL will inform SCD of all PO incidents. I regularly attend meeting with the SBRC members to work on projects and discuss issues that relate to all financial institutions in Scotland. I have conducted TORCH visits including extra visits at branches in Aberdeenshire where incidents have taken place. I promote Grapevine during visits to branches and within the SBRC meetings. I have conducted new entrant training and have promoted Grapevine to those involved. I have conducted a case review in Scotland engaging extensively with BTO Solicitors. This has resulted in a considerably reduced administrative and investigative process bringing POL into line with the Police and other prosecuting authorities within Scotland. The review has been forward to be included as part of the POL casework National review. I recognised FSA in Scotland required Courtroom awareness and delivered a training session on the subject to them alongside BTO. I have been an active participant in the now complete Reward & Recognition Workstream receiving significant recognition from the Work stream leader for my input and efforts. I created the new Reward & Recognition candidates & winners presentation used at the Security conference. I manage the Security Compliance & Safety Activity Programme for the North Team ensuring the timely Progression of allocated activity programmes.

Section Information

Name	Demonstration of Behaviours
-------------	-----------------------------

Robert Daily Comments

Scottish Business Resilience (Crime) Centre – I have sought and obtained membership to the SBRC and have actively engaged with members of the Private Financial Sectors and Police Scotland through Physical and Vulnerable Adults at Financial risk forums. These meetings are designed to minimise risk to our business through sharing best practice and information.

I have prepared and submitted an article for the SBRC quarterly newsletter introducing Post Office Ltd to the members explaining our involvement as a Security team and promoting Grapevine.

There is massive potential to promote Grapevine and POL within this group and intelligence sharing opportunities are currently being considered with this group with the support of Dave Wood, Grapevine.

I have regularly attended SBRC meetings and I am working on a project relating to Vulnerable Adults at Financial Risk. The aim is to reduce crime against Vulnerable Adults from Bogus Workmen and Cold Callers. The main gap being criminals can drive vulnerable people to various Post Offices to withdraw money over several days.

My proposal is to make Staff aware of vulnerable people through a “Know Your Customer” communication to all branches.

Post Office staff will need to be directed as to how we need to address them if they suspect customers are being scammed. Grapevine is the obvious outlet for the branches. In turn Grapevine needs to know who they pass the information on to.

Success at the end of the project will be measured on quality and quantity. To do this we need to know the numbers of vulnerable people affected, reduce them and enhance their protection.

I continued attendance at meetings on behalf of POL to engage with members of the Private Financial Sectors and Police Scotland through Physical and Vulnerable Adults at Financial risk forums. Engaged and liaised with North Lanarkshire Adult Protection Co-ordinator to write pledge for the Vulnerable Adults at Financial Risk project

Security Compliance & Safety – I currently manage the SCS for the North Team organising Stripe activities and Cross pavement surveillance. Stripe has progressed significantly and has with significant input from myself developed into a compliance system for all CViT operations. I have prepared to my Line Management a program of activity in the North to support this program and ensuring all activities are being progressed within the timescales by regular communication with Team members and reporting back to the Program Manager.

I ensure activities are being conducted within timescales and any potential failures are reported and rescheduled.

Solicitors – Scottish casework has been operating without appointed legal support for many years. I have had to progress many cases without legal support unlike my UK colleagues South of the border. In 2013 I realised that Scottish casework deserved the same legal support and I set about obtaining that support. In full consultation with Jarnail Singh I have recently secured the services of Brechin Tindall, Oatts to advise on all casework within Scotland. This is of great support to me and to my colleagues who operate in Scotland in support of me. I nominated this company as they employ former Procurator Fiscals.

Since coming on board with POL I have organised and overseen Horizon Training for the Solicitors taking them through Post Office Ltd processes to ensure they understand our systems and that they are fully conversant with current issues surrounding Horizon. This development would never have happened without my personal input.

I have worked with and advised BTO Solicitors and the Crown Office and Procurator Fiscal Service on my cases in relation to the Second Sight review. I have advised on present cases and the outcome of archived cases including those where Horizon issues were raised.;

I have regular case review meetings with BTO Solicitors to go through cases advising on issues and how they have been dealt with historically including cases where Mental Health Issues were claimed by the Subpostmasters. This has resulted with me in conjunction with BTO putting in place A in a new process being put in place on how to deal with Mental Health Issues claimed by Subpostmasters at or prior to interview.;

In full consultation with Jarnail Singh and BTO I have put in place a new process in dealing with cases in Scotland.

Along with BTO Solicitors I delivered the Courtroom Awareness training to FSA's in Scotland. I held several meetings with BTO to have the training content amended to take into account Scots Law.

Case Review - I have conducted a full casework review taking into consideration the Scottish Legal system. I have engaged extensively with the aforementioned Solicitors. This consultation has resulted in a considerably reduced administrative and investigative process bringing POL into line with the Police and other prosecuting authorities within Scotland. This has never been mentioned by POL lead team level and it is something that I have progressed extensively with the support of my direct Line Management. There is now a completely revised process commencing with a new layout of reports for submission to the Procurator Fiscal. The new reports have received excellent feedback and have been forward to be included as part of the POL casework National review. This review commenced by myself has reduced the time of report submission by minimum of 5 days.

Reward & Recognition Work stream - I have been an active participant in the Work stream receiving significant recognition from the Work stream leader for my input and efforts. I have attended meetings, engaging in conference calls and giving 100% commitment to this project. I have identified improvements to the scheme including the process for the Thank You cupboard and personnel to be recognised. I created the new Reward & Recognition candidates & winners presentation that is used at Security conference.

Financial Investigators - I have long recognised that a FI is required for Scotland as the Crown Office has now deemed that Police Scotland's are no longer to be used as a Debt Collecting Agency for external business. I have set up and attended an initial meeting with Police Scotland and Post Office Ltd. The meeting discussed how POL can access recovery from POCA through a complicated legal system. I am currently engaging with the Scottish Business Resilience Centre to ascertain if there are any agreed protocols concerning other Government bodies utilising POCA powers. This is an issue that has never been progressed like the rest of the UK and I am determined to progress this as far as possible to ensure POL Scotland have the same recovery procedures and support as in the rest of the UK.

This continues to be a work in progress and SBRC are making enquiries to assist POL. I have discussed with BTO Solicitors regarding running a Civil case alongside the criminal case to ensure POL are at the forefront of Creditors. A draft is being worked on by BTO to be put to POL for consideration. I am taking all steps to ensure POL can recover funds from Subpostmasters.

Specialise Reporting Agency (SRA) - I delivered training on the SRA website to a POL Security Manager involving the layout of the file prior to the submission and the different fields to be negotiated. I then liaised with the COPFS to ensure he was made active on the live site. I am currently writing a training package for Security Managers.

Police Scotland - I collaborated with Safer Communities Department (SCD) to ensure POL would still be informed of all CVIT Industry incidents in Scotland after the split with Safecash. As part of the process

I arranged for Grapevine to communicate all POL incidents reported to them to the Police Scotland SCD email address. If required SCD will send local personnel to branches to advise on Security. I have also arranged for SCD to copy Grapevine and Post Office Security in on all communications relating to CVIT incidents in Scotland

Lanark PO – I was informed on route to Aberdeen that a fire had destroyed Lanark PO following a retail burglary. I took charge of the incident engaging with the Subpostmaster, NBSC, Grapevine, Branch Support, CVIT and Audit though various times of the day to give updates.

I arranged an uplift of the cash and stock after ensuring the safety of the premises and establishing no damage to the items. I also arranged for Audit to attend and assist. This was all conducted remotely.

I attended the branch in the evening to view the premises on return from Aberdeen. I met with the Subpostmaster and assessed the damage to Horizon and Security equipment.

Due to the Subpostmaster's condition, **GRO** I made the decision to remain with him to ensure the premises were secured and to give him a lift home to ensure his safe return.

I then communicated with all relevant bodies to update them with the situation.

I have received as a result of my actions significant recognition from the field support teams for my handling of the initial incident and in the manner I progressed it ensuring the safety of POL staff and assets.

Commonwealth Games – I am currently Post Office Ltd Security's liaison with the Cross Sector Safety & Security Communications Scotland. I attend events on behalf of Post Office Ltd and participate in bridging calls. I report information necessary to the business to the Lead Team. I ensure they are aware of all events and secure attendance for those they wish to attend.

Recognition – I have received recognition from Sue Hanson for the work I have carried out in the Work stream by working on my own time to prepare and deliver the presentation slides in time for the conference.

I received recognition from Branch Support in my handling of the Lanark incident. It made mention of not just passing it over for others to deal with but going above and beyond in my involvement with dealing with the incident. For this I received a gift from the Thank You cupboard.

I received recognition and a voucher for my timely dealing with an emergency closure at Galston PO.

I also received recognition from Jane Adcock, Camelot for resolving an issue of emergency packs of scratchcards issued to Galston PO. These were stored at the Glasgow Cash Centre after the closure and if I hadn't reacted in a timely manner Post Office Ltd would have received a fine for each pack not returned within timescales.

I received recognition from Elaine Spencer for setting up the information sharing process of CVIT incidents between Safer Community Police Scotland & Grapevine following the demise of Safercash.

My Line Management (Keith Gilchrist, Simon Hutchinson and Andy Hayward) have on several occasions congratulated me on my considerable efforts to progress complex matters within Scotland.

My Line Manager prior to his resignation from the business expressed his absolute delight in the manner that I was now attending to all POL security issues Scotland.

NFSP – I was requested by the NFSP and attended an evening event to deliver a security presentation and answer questions on security related issues their members had. The feedback given was positive and I have been asked to attend a future event.

Sub Post Office Security issues – Angus Rd PO. I was contacted by the Subpostmaster early on a Saturday morning as Romec Arc had called to inform her alarm signal had been down for 2 days. I contacted Romec Arc ascertained what the problem was and requested a Rapid Deployment Kit (RDK) for the branch. I advised the Subpostmaster to report the fault to BT and to contact the local Police to inform them the PO alarm will be audible only over the weekend and request they respond to any audible activation. I reassured her that I was available to be contacted over the weekend if further issues arose.

**Haslingden & Higher Audley PO’s. **I was contacted by Andy Hayward on a Friday evening requesting I contact the Subpostmaster who ran the branches as no one in the North West was contactable at the time. Andy informed me the Subpostmaster had received texts informing her Haslingden branch was going to be robbed. I contacted the Subpostmaster. She said she reported the matter to CID and that enquiries were continuing. She said she had a previous incident where a male videoed the cash delivery but she didn’t report it. I emphasised the need to report such incidents to Grapevine and advised her on Security procedures for both branches.

Section Information

Name
Weight
Weight %
Self-Calculated Rating

IRRELEVANT

Competency 1 Information

Name
Description
Weight
Weight %
Raters
Robert Daily
Robert Daily Comments

IRRELEVANT

Section Information

Name
Robert Daily Comments

IRRELEVANT

Section Information

Name
Robert Daily Comments

Areas for Development
Following the Security Skills workshop I realised my knowledge of the Security Equipment we use could be developed. I will seek to increase my knowledge this year.

I look to further develop my knowledge and understanding of the legal system in Scotland through working closely with BTO Solicitors.

I will look to further enhance my relationship with Police Scotland.

I will develop a training package/guide for the SRA Website to be used colleagues when reporting fraud cases to the Crown Office and Procurator Fiscal Service.

I will discuss development with my Line Manager and create a personal skills matrix to track my progress over the next year.

Final Overall Rating

Self Overall Average

IRRELEVANT

***** End of Review 2013/14.Year End PDR *****