

Regular Call re Horizon Issues

Meeting 14/08/13

Attendees:

**Team/Function**

Legal

Financial Services Centre (FSC)  
Security

Communications

Network

Information Technology &amp; Change (IT&amp;C)

Network Business Support Centre (NBSC)

**Attendees**

Rodric Williams

Martin Smith

Andy Parsons

Renata Prywerek

Kayley harding

Jarnail Singh

Andy Winn

Dave Posnett

Rob King

John Scott

Martin Humphries

Gayle A Peacock

Name	Area	Issues/Observations/Comments
Andy Winn	FSC	Mentioned recovery issue where £10 E TOP UP failed at counter, tried again and it went through. However, when the failure/recovery screen was acknowledged branch ended with 2 x E TOP UPS for £10 each yet SPMR had only completed 1 x E TOP UP at £10.
Dave Posnett	Security	Relayed network concerns (Craig Tuthill) about withdrawing from investigations/prosecutions, thus leaving SPMR with debt (e.g. SPSO assistant theft).
Gayle Peacock	Network	Confirmed the above and cited 2 branches ; <ul style="list-style-type: none"> <li>• Metro Centre - contract not terminated as assistant prosecuted, but SPMR banking on prosecution and maybe problem contractually.</li> <li>• Fordham - case withdrawn but wasn't communicated.</li> </ul>
Rodric Williams	Legal	Re-iterated that it was POLs choice whether we prosecute or not and that the commerciality aspects affecting branches should not come into the equation. Also stressed that we should consider the debt and how we can assist on a case by case

		basis.
Gayle Peacock	Network	Stated there appears to be comms issues ... need a line of communication.
Rodric Williams	Legal	Comms needs to be factored into decisions once prosecution is withdrawn.
Rob King	Security	Request to speak with Gayle offline re security ways of working in conjunction with contracts managers.
John Scott	Security	Explained rationale/requirement to password protect documents relating to Horizon issues.
Andy Winn	FSC	Outlined branch in Burnham, where £1,600.00 debt was repaid, but as branch is on the list a letter has been sent saying we'll be returning money subject to outcome of security review.
Mike Humphries	Communications	Said he was in talks with Susan Crichton re ways of communicating to MPs cases, queries, etc.

### Action Points

1. John Scott to circulate Wincor list of branches attended by ATM engineer.
2. Paul Blackmore to provide John Scott with details of Wakefield and Edinburgh offices in respect of ATM concerns (Dave Posnett emailed Paul on 15<sup>th</sup> August requesting this be done).
3. Gayle Peacock to relay details of Rhigos case to Rodric Williams and John Scott.
4. Andy Winn to email the Fujitsu response to E TOP UP issue to Rodric Williams and Gayle Peacock.
5. Andy Winn to communicate the E TOP UP issue to Steve Beddoe.
6. Rodric Williams to circulate to John Scott, Jarnail Singh and Martin Smith process re communicating cases where we withdraw from prosecution.
7. Andy Winn to forward letter sent to Burnham about debt to Martin Smith and Rodric Williams.

8. Gayle Peacock to get detailed/specific concerns from Craig Tuthill (re withdrawing prosecutions) and relay to John Scott, Jarnail, Singh, Rodric Williams and Martin Smith.
9. Martin Humphries to keep Rodric Williams, Jarnail Singh and Martin Smith in the loop re new MPs queries that come in (Sophie to deal via relaying info to Rosie).