
From: Angela Van-Den-Bogerd [GRO]
Sent: Wed 27/11/2013 8:50:36 AM (UTC)
To: Parsons, Andrew [GRO]
Cc: Rodric Williams [GRO]
Subject: FW: SR018 - and docs needed by POL on Lee Castleton's case (M001)

Hi Andy,

I'd be interested in your views on Ron's approach here ie copying the e-mail correspondence to the applicant, their advisor and Alan Bates. Shirley is investigating case M001 (a case Ron saw in the pre-mediation scheme phase) and has legitimately asked Ron for some information he may have in relation to the case. This interaction should in my view not be widely circulated – I'd appreciate your thoughts.

Thanks,

Angela

Angela Van Den Bogerd | Head of Partnerships



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From: Shirley Hailstones
Sent: 26 November 2013 14:44
To: Angela Van-Den-Bogerd
Subject: FW: SR018 - and docs needed by POL on Lee Castleton's case (M001)

Angela

As discussed.

Shirley

Shirley Hailstones | Case Review Manager

Guildhall, 57 Queen St, Glasgow, G1 3AT

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From: Ron Warmington [mailto:] GRO

Sent: 20 November 2013 13:02

To: Shirley Hailstones

Cc: leecastleton [] GRO; '2ndstight'; 'Alan Bates'; 'Emma Porter'; mediation [] GRO

Subject: RE: SR018 - and docs needed by POL on Lee Castleton's case (M001)

I don't think I've been given those Shirley but will take a fresh look. Lee: if you still have those, please get them to us.

Shirley: At this stage of the process, I think you should routinely copy (as I did... and have again here) the Applicant and his chosen Professional Advisor (Emma) on correspondence.

Best regards, Ron.

From: Shirley Hailstones [mailto:] GRO

Sent: Wednesday, November 20, 2013 11:39 AM

To: Ron Warmington

Subject: RE: SR018 - and docs needed by POL on Lee Castleton's case (M001)

Hi Ron

Can you please provide the transaction logs applicable to the transaction.....or any more detail that you may have.

Thanks

Shirley

Shirley Hailstones | Case Review Manager

Guildhall, 57 Queen St, Glasgow, G1 3AT

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From: Ron Warmington [mailto:[GRO](#)]
Sent: 19 November 2013 17:28
To: Shirley Hailstones
Cc: 'lee castleton'; 'Ian Henderson'; 'Alan Bates'; 'Ron Warmington'
Subject: RE: SR018 - and docs needed by POL on Lee Castleton's case (M001)

Shirley:

First set of scanned docs (4 pages) re SR018 (the £1,256.88 13th May 2004 transaction processed (both Input AND Authorisation)* by someone with the system ID 'CPVPB77).

* Isn't there meant to be a dual-control over journal entries (with SEPARATE Inputter and Authoriser)

Regards, Ron.

From: Ron Warmington [mailto:[GRO](#)]
Sent: Tuesday, November 19, 2013 12:07 PM
To: 'Shirley Hailstones'
Cc: 'lee castleton'; 'Ian Henderson (GRO)'; 'Alan Bates'
Subject: SR018 - and docs needed by POL on Lee Castleton's case (M001)

Shirley:

Am looking at Lee's source docs now. Will scan and send to you those you've asked for (later today because we're still busy on the end-of-Scheme-Phase 1 late arriving Apps). In the meantime, here's Spot Review 18 that related to the £1,256.88. I'll also locate - in Lee's docs which I have here - the pages that relate to the txns that Lee claims were entered at times when neither Lee nor his staff were logged in. My thoughts turn to auto-generated reversals as a possibility here. As we've already established, Horizon allocates (to each of its own reversals) the ID of the staff member who input the transaction that it (the system) is then reversing. My position on that is that the design is incorrect and that such auto-reversals should have always had attached to them an ID naming Horizon itself, not asserting that the person who keyed the (about to be reversed) transaction - and who may not even know that his or her transaction is about to be reversed - also processed the reversal. It seems also that, in many cases, not only did the originator not know that one of his/her transactions was being reversed... but also never found out about that reversal at any later time either.

Best regards, Ron.

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