

Message

From: Alan Bates [GRO]
on behalf of [GRO]
Sent: 07/07/2013 20:59:17
To: Paula Vennells [GRO]
Subject: RE: Draft statement

Hello Paula, I know we will be speaking in the morning, but I thought it only fair let you know that apart from a few general points there is one comment that we, JFSA, would have a problem with if asked.

"The report confirms that no systemic problems have been found in relation to the Horizon system, but suggests that the Post Office should examine its support and training processes for subpostmasters."

It is the "no systemic problems" comment, and from reading the report it seems to be because they replaced the word "systemic" with "thematic".

In the past I have made it very clear to many others that it is the "systemic failures of Post Office" in areas relating to investigation, support, training, etc., that we believe have been the root cause of so many victims problems. With that comment as it stands undoubtedly I would be asked many questions about it.

It seems the use of the word "systemic" is causing us both concern, is there an alternative?

Regards
Alan

-----Original Message-----

From: Paula Vennells [GRO]
Sent: 07 July 2013 20:26
To: Alan Bates
Subject: Fwd: Draft statement

Dear Alan, I haven't heard back from you, so I trust you don't mind receiving this mail on a Sunday evening. (I texted earlier this evening to check if it would be ok to send you our draft statement and a copy of the ss report.)

I understand you already have the report. I attach the Post Office draft statement. We have worked hard on this to retain balance but also to demonstrate as I mentioned when we spoke on Thursday and Friday, that I am very serious about how we do respond - with openness to listen and with a keenness to improve where things could be better.

You will see that I have suggested three commitments, which we will put in place and I hope as you indicated on our calls, that you will be prepared to work with us to participate collaboratively and to oversee or help implement the recommendations.

Additionally, I will as promised meet with you personally after tomorrow, to hear the detail on how one or two of the past cases were handled, which you think should be brought to my attention.

Alan - I have just received your text. That is fine, I will try to call you around 9am tomorrow. And we can fix up where to meet at 3pm at the same time.

Kind regards,

Paula

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