

Message

From: Angela Van-Den-Bogerd [GRO]
on behalf of [GRO]
Sent: 11/09/2014 07:43:30
To: Richard R Weaver [GRO]; Mark R Davies [GRO]
CC: Alana Renner [GRO]; David Oliver [GRO]; Melanie Corfield
Subject: Re: The news

Richard,

This works for me.

Thanks

Angela

[GRO]

From: Richard R Weaver
Sent: Thursday, September 11, 2014 08:40 AM
To: Mark R Davies; Angela Van-Den-Bogerd
Cc: Alana Renner; David Oliver; Melanie Corfield
Subject: RE: The news

All

I have drafted the message below for field teams which you'll see gives them the opportunity to feedback any specific issues that we may want to pick up subsequently. If everyone is comfortable with this, we can send this morning.

Richard

Media coverage on Post Office IT system

You may be aware of some media coverage about the Post Office's Horizon system, relating to the contents of some confidential documents, and this may prompt questions from postmasters you speak to.

We are challenging the reporting of this matter as it implies we acknowledge there are systemic faults with Horizon. This is absolutely not the case.

Although we will not comment on the contents of any confidential documents, after two years of investigation it remains the case that there is absolutely no evidence of any systemic issues with the computer system which is used by over 78,000 people across our 11,500 branches and which successfully processes over 6 million transactions every day.

If the postmasters you speak to have specific concerns caused by the coverage please let us know by email to: [communications.team@\[GRO\]](mailto:communications.team@[GRO])

Richard Weaver | Network Communications Manager

148 Old Street, London, EC1V 9HQ

GRO

GRO

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

From: Mark R Davies

Sent: 11 September 2014 08:11

To: Angela Van-Den-Bogerd

Cc: Alana Renner; David Oliver; Richard R Weaver; Melanie Corfield

Subject: Re: The news

Happy for Richard to consider best approach with you - and I think that is having the briefing rather than sending it out. We've had no negative feedback from the network at all.

Richard - please can you pick up?

Thanks

Mark

Sent from my iPhone

On 11 Sep 2014, at 08:08, "Angela Van-Den-Bogerd" <GRO> wrote:

> Mark,

>

> I fully appreciate your position and don't necessarily disagree however I have received similar feedback from a few sources over the last couple of days. It's about getting the balance right and I agree with containing the few to protect the majority.

>

> I do feel that we do need co-ordinated internal lines though so that our field teams are on message.

>

> Angela

> GRO

>

> ----- Original Message -----

> From: Mark R Davies

> Sent: Thursday, September 11, 2014 07:59 AM

> To: Angela Van-Den-Bogerd

> Cc: Alana Renner; David Oliver; Richard R Weaver; Melanie Corfield

> Subject: Re: The news

>

> I will email Bryan. I appreciate the point but I'm not prepared to make a decision based on feedback from one source. If we had pushed messaging out, thousands of people who didn't hear the coverage would have been alarmed and worried and I don't believe that doing that would be in anyone's interests.

>

> Mark

>

> Sent from my iPhone

>

> On 11 Sep 2014, at 07:28, "Angela Van-Den-Bogerd" <GRO> wrote:

>

>> Mark,

>>
>> The e-mail I referred to.
>>
>> Angela
>> **GRO**
>>
>> ----- Original Message -----
>> From: Bryan Hewson **GRO**
>> Sent: Thursday, September 11, 2014 05:22 AM
>> To: Angela Van-Den-Bogerd
>> Cc: Michael Larkin
>> Subject: The news
>>
>> Tuesday 09/09/14
>> 5:30pm BBC Radio 4 news summary referred to:
>>
>> Post Office's Horizon computer system Sub-postmaster's having lost
>> their positions & ".... including a handful who were imprisoned....."
>>
>> Tues evening
>> Scoured PO website for official statement - couldn't find it - I must
>> have missed it Media pages - the Press release must be there -
>> nothing listed - started to think I had imagined the news on radio
>>
>>
>> Wed 10/09/14
>> 8:45 am
>> "warm up" consisted of hearing staff talking of seeing local tv news
>> re PO Horizon, innocence Gaoled Lost businesses
>>
>> My staff were in a state of shock, disbelief & anger at how people
>> like them and their friends could have been accused of theft, lost
>> their homes or even worse sent to prison
>>
>> I was half prepared to meet my staff's reaction. I gave reassurance as best I could:
>>
>> new management at the top (PV)
>>
>> new policies of openness, transparency & honestly working together
>> across the whole organisation, as per last Forum meeting in London
>>
>> Wed night
>> Scoured PO web site for another hour - no statement found by my best
>> efforts
>>
>> Why was this handled this way?
>>
>> To ensure the stated policy of openness, transparency etc is fully implemented as designed, ie nice sounding words
that will never permeate even within Head Office / Support Centre London?
>>
>> Why was there not a Memoview as a minimum means of communicating simultaneous with the press briefings?
>>
>> As Michael knows Angela, in the last few weeks I have been trying to

>> support branches with Mails coaching. Please do not underestimate the
>> blow to counter staff's and branch owner's morale of the "news"
>> broadcast on Tuesday
>>
>> I intend bringing this matter up under AOB at today's meeting and am
>> hoping this note will allow time for an appropriate answer to be
>> given
>>
>>