

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

From: Enquiry Enquiry (Enquiry Unit and Night Duty Office Mailboxes)
Sent: 14 December 2009 14:08
To: ShE Briefing
Subject: FW: [FindYourMP] post office limited

Dear Colleague

Is this something you can help with?

Regards

Arthur
BIS Enquiry Unit

GRO

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

From: public.enquiries [GRO]
[mailto:[GRO]]
Sent: 14 December 2009 13:58
To: Enquiry Enquiry (Enquiry Unit and Night Duty Office Mailboxes)
Subject: FW: [FindYourMP] post office limited

Reference : T22589/9

I believe that the matters raised in this e-mail from lcastleton.castleton [GRO] are the responsibility of the Department for Business Innovation and Skills, and I am therefore transferring it to you for reply.

In the event this matter is not for you, please return it immediately to public.enquiries [GRO].
In doing so it would be helpful if you could indicate where you believe it should be sent for reply.

If you have any queries about this e-mail, please contact the Transfers Desk - [GRO].

>>>>>>>> Forwarded e-mail: >>>>>>>>

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

From: lee castleton via FindYourMP [GRO]
Sent: 13 December 2009 16:58
To: JOHNSON, Alan (MP)
Subject: [FindYourMP] post office limited

You are receiving this message from the Find Your MP service at <http://findyourmp.parliament.uk>. To comment on this service or amend your details, contact the Information Office: hcinfo [GRO]

Replies to this email will be sent to the sender's address and not to the Find Your MP service.

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The message was sent with the following sender details:

Name: lee castleton

Email: [GRO]

Address:

GRO

This postcode is not in Kingston upon Hull West and Hessle.

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The message was sent with the following text:

Dear Rt Hon Alan Johnson,

To Alan Johnson MP

I am writing to you to raise a few issues and ask for your help with some questions.

I am a former Sub Post Master, who lost a civil case against the Post Office. I was found liable to repay monies, because of my contract, that I believe never existed. I have, of course, since this loss, researched the Post Office, its practices with respect to Sub Post Masters and the amount of people having to repay large amounts of monies, where little or no proof existed. I have enclosed two articles from Computer weekly Magazine, along with an article from Accountancy Age Magazine and some documented proof. I also have a copy of a BBC Wales T.V programme, outlining the issues of which I can send you a copy if you would like.

My greatest concern is that I have reported this, along with supporting documents, to my local Police. This was by no means easily done. Firstly, I went to my local Police station, where the gentleman at the desk endeavored to explain to me that, I cannot just report such a crime, but he screens people for the Police, and my concerns did not meet the criteria which allowed me to actually see a Police Officer. I, as you can imagine, was annoyed. I then wrote to the Chief Inspector of Humberside and a WDC(Wendy Breeze), was dispatched to see me. She explained that it was not something that she could deal with, and I was told she would pass it to her DS. I had to telephone him to get any feed back with my complaint and he explained he had telephoned his colleagues at the Post Office and he did not feel it was worthy of investigation. I again pressed the subject and he passed me to his DI.

DI Peter Francis came to visit, where I again explained the nature of my complaint. He explained that he would look into the case and after several months he sent me copies of e-mails to explain why no department could or would investigate the subject. This absolutely baffled me.

I decided to contact those people directly to find out why.

B.I.S. :- E-mail enclosed.

S.F.O :- E-mail enclosed.

F.S.A :- Not regulated by F.S.A.

Post Comm :- Only regulate Postal Service.

But what I find very disturbing, is the fact that a government owned Company can openly commit fraud.

The S.F.O. :- Michelle Hanley, has spoken to me directly on a number of occasions, and she has explained that it is not a case for the S.F.O., because they deal with completed fraud cases and with the documents available it is not too complicated for the Police to deal with and both herself, and her manager, feel the Police should investigate.

Therefore, this leads me to two questions for you Sir.

1.) Who or whom regulated Post Office Counters business and how do I contact them?

2.) Who or whom do I need to contact to report this fraud by Post Office Ltd. Could I please have their contact details and then hopefully this can continue.

Yours sincerely,

lee castleton

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UK Parliament Disclaimer:

This e-mail is confidential to the intended recipient. If you have received it in error, please notify the sender and delete it from your system. Any unauthorised use, disclosure, or copying is not permitted. This e-mail has been checked for viruses, but no liability is accepted for any damage caused by any virus transmitted by this e-mail.

This email and any files transmitted with it are private and intended solely for the use of the individual or entity to whom they are addressed.

If you have received this email in error please return it to the address it came from telling them it is not for you and then delete it from your system.

This email message has been swept for computer viruses.

The original of this email was scanned for viruses by the Government Secure Intranet virus scanning service supplied by Cable&Wireless in partnership with MessageLabs. (CCTM Certificate Number 2009/09/0052.) On leaving the GSi this email was certified virus free.

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----- Message from "Buck Rosemary \(\ShEx\)\" [GRO] on Mon, 14 Dec 2009 14:59:58 -0000 -----

To: "Buck Rosemary \(\ShEx\)\" [GRO]

Subject: FW: Post Office Horizon IT System

From: Enquiry Enquiry (Enquiry Unit and Night Duty Office Mailboxes)
Sent: 20 October 2009 14:01
To: Buck Rosemary (ShEx)
Subject: FW:Post Office Horizon IT System

Dear Rosemary

Is this something you can help with?

We have searched the BIS website but cannot find the information that the customer is looking for. Your <mailto:people@GRO> record indicates that you may be able to provide the information to the customer.

If you are able to answer this enquiry please reply to the enquirer directly, if this enquiry is not for you to answer please reply to the enquiry email address letting us know.

Many thanks,

Adrian Jacobs

BIS Ministerial Correspondence and Enquiry Unit

GRO

From: lee castleton [GRO]
Sent: 17 October 2009 09:36
To: Enquiry Enquiry (Enquiry Unit and Night Duty Office Mailboxes)
Subject:

Dear Sir/Madam,

I am writing to you to ask for help. I have enclosed various articles that have been printed over the last six months. There is also a BBC TV program with reference to the subject which I would be more than happy to send to you if you so wish.

The subject to which all of these refer is the post office and its accounts package for the counter services called Horizon. I along with many others believe this software is not fit for purpose. I believe the software makes serious mistakes in logging transactions and the post office deny that this is the case.

I feel that it is now high time that the post office is taken to task by either yourselves or the government by forcing a review and an independent audit of the Horizon system. An independent audit I believe has never taken place and I think that with the proposed extension of services it is imperative that this is completed and any changes required are implemented to safeguard the network for the future.

Yours Faithfully
Lee Castleton

GRO

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----- Message from "Buck Rosemary \ShEx\" <GRO> on Tue, 15 Dec 2009 09:07:51 -0000 -----

To: "Buck Rosemary \ShEx\" <GRO>
Subject: FW: Post Office Horizon IT System

From: Buck Rosemary (ShEx)
Sent: 21 October 2009 10:44
To: 'lcastleton' GRO
Subject: RE: Post Office Horizon IT System

Dear Mr Castleton

Thank you for your e-mail. Under the Government's postal sector reforms introduced in 2001, Royal Mail (which includes Post Office Ltd) has been given greater commercial freedom, as the management and unions themselves requested, and Government has assumed an arm's length role as a shareholder in a public limited company. Subject to agreeing its strategic plan with us, the Board can structure the business as it decides best to meet the challenges of market development and changing customer needs.

The issues you have raised concerning the Horizon system are operational matters for Post Office Ltd and not for Government and should be pursued with the company.

Yours sincerely

Rosemary Buck
Shareholder Executive
Royal Mail and Postal Services team

From: lee castleton
[mailto:GRO]

Sent: 17 October 2009 09:36
To: Enquiry Enquiry (Enquiry Unit and Night Duty Office
Mailboxes)
Subject:

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Yours Faithfully

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