
From: Nick Beal[/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=NICK.BEAL1133B2F1-1721-456F-9D54-0AE934012950]
Sent: Thur 27/01/2011 9:37:36 AM (UTC)
To: Angela Van-Den-Bogerd [REDACTED] **GRO**
Subject: FW: BBC TV - Inside Out

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From: Tracy Marshall
Sent: 26 January 2011 20:07
To: Kevin Gilliland; Neil Ennis; Nick Beal
Subject: Re: BBC TV - Inside Out

Hi Kevin,

Thanks - as discussed briefly on Monday, I am pushing ahead at pace with the suspension and contract termination process review and we are on track to complete and implement by the end of Feb at the absolute latest.

Would you like to have a chat over the phone tomorrow to discuss the tor and any changes you'd like me to make? I'm not taking leave now as originally planned.

Let me know
Thanks

Tracy

From: Kevin Gilliland
To: Neil Ennis; Nick Beal; Tracy Marshall
Sent: Wed Jan 26 18:40:12 2011
Subject: Fw: BBC TV - Inside Out

Nick,

Did we get the answers for George?

We need to finalise the review of the contract process. I have some comments on the tor that I'll let you have tomorrow but the main thing is we finalise and implement quickly. Paula had originally wanted this finished by the end

of q3.
Kevin
Kevin Gilliland
Network & Sales Director Post Office Ltd, 148 Old St London EC1V 9HQ
Tel: [REDACTED]
Mob: [REDACTED] **GRO** [REDACTED]

From: Mike Granville
To: Kevin Gilliland; Angela Van-Den-Bogerd; Paula Vennells; Mike Young; Mike Moores; Susan Crichton; Rod Ismay; Alana Renner
Sent: Wed Jan 26 18:32:12 2011
Subject: FW: BBC TV - Inside Out

This note is to keep you informed – that the BBC South documentary programme 'Inside Out' is proceeding with running a programme which looks like it is inspired by JFSA cases. David Simpson had spoken with the producer previously making clear that we didn't accept there was any case here and explaining the robustness of the system – but it looks like they are going to run anyway.

David is currently talking to Shane O'Riordain on our approach to responding with respect to the programme – we will probably try and get more detail about what cases the programme is seeking to feature - I will keep you updated when we get the Group Media position.

At present this is to keep you in the picture.

Thanks

Mike

Mike Granville

Head of Regulation Strategy

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[REDACTED] **GRO** [REDACTED]
[REDACTED] **GRO** [REDACTED]

From: David Simpson
Sent: 24 January 2011 17:57
To: Mike Granville
Subject: FW: BBC TV - Inside Out
Importance: High

Mike – something else to discuss tomorrow!

David

From: Jon Valters [REDACTED] **GRO** [REDACTED]

Sent: 24 January 2011 17:34
To: David Simpson
Subject: BBC TV - Inside Out
Importance: High

Dear Mr Simpson,

Following our recent conversation I thought I'd write to outline what is in our programme as I understand Jaquie Stenson has now left. I also now have a transmission date for our programme. As I mentioned before we are looking at subpostmasters who claim they have experienced problems with the Horizon computer accounting system and are unhappy with the way they have been treated by the Post Office. The subpostmasters we've spoken to have either been suspended or taken to court.

All the subpostmasters say losses have been recorded by the Horizon computer system and they have been blamed. Yet they maintain they were not guilty of dishonesty and are unable to explain how the losses occurred. They also claim they did not get enough help or support from the Post Office or the IT helpline. We are aware of several individuals who say they did not receive sufficient training on Horizon which is a complicated system to use. One of the subpostmasters we feature accepts that some of the losses recorded at his Post Office may be down to his mistakes, but there is still a large amount that hasn't been explained.

An MP we interview in the programme accuses the Post Office of being "hard nosed" in the way it has taken subpostmasters to court, and suggests that the computer accounting system could be at fault.

We are again offering you a right of reply and would like to invite you to do an interview that we can include in the programme. This story is now due to be shown on BBC 1 in the south of England on Monday, Feb 7th and any interview would need to be recorded before Feb 4th 2011 in order to be included.

Yours sincerely,

Jon Valters
Inside Out
BBC TV South

Tel

GRO

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