

Message

From: Rod Ismay [GRO]
Sent: 03/02/2011 09:43:41
To: Michele Graves [GRO]; Mandy Talbot [GRO]; Rebekah Mantle [GRO]; Susan Crichton [GRO]
Subject: Press Office response to Channel 4 - July 2010 - C4 News item "postponed"

Dear all – you enquired last night about the last response to the media here.

As far as I know the response below is the last one. It relates to the programme Channel 4 planned to run last summer.

There has been at least one tv programme which did go out and I referred to that in the paper I recirculated last night.

I don't, however, have any records of what Press Office responses have been to any of those earlier situations.

Thanks, Rod

From: Barbara Bennett **On Behalf Of** Sue Huggins
Sent: 26 July 2010 16:14
To: Mike Moores; Mike Young
Cc: George.Thomson [GRO]; Andy Furey; Matthew Starks; Deborah Moore; Dave Hulbert; Nick Beal; Rod Ismay
Subject: FW: C4 News item "postponed"

For information

From: Paul Budd
Sent: 26 July 2010 15:58
To: David Y Smith; Mary Fagan; Sue Huggins
Subject: C4 News item "postponed"

For info...

From: Brown, Katie [mailto:[GRO]]
Sent: 26 July 2010 15:47
To: Paul Budd
Subject: RE: Post Office statement

Dear Paul,

Thank you for your statement. We are postponing tonight's broadcast as we are still working on the investigation. We will come back to you to let you know when the report will be broadcast.

Regards,

Katie



KATIE BROWN
PRODUCER, CHANNEL 4 NEWS FILM FUND

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Please consider the environment. Do you really need to print this email?

From: Paul Budd [mailto: { GRO }]
Sent: 26 July 2010 11:35
To: Brown, Katie
Subject: Post Office statement

Katie

Post Office Ltd's statement regarding your story is as follows:

"Virtually all the UK's 12,000 Post Office branches operate entirely professionally, using the Horizon system, without any accounting discrepancies and without accumulating abnormal debts, and it is clearly in the interests of both our customers and the vast majority of subpostmasters that in the very few instances where there is evidence that the finances of a branch are not properly managed or where money has gone missing, Post Office Ltd must fully investigate, and take necessary action, including legal action in the last resort. The decision to prosecute is not taken lightly and in every case where action has been taken no court has found evidence to believe the Horizon system's integrity to be deficient."

We would expect you to be able to use this in full during your report – but do let me know if this is likely not to be the case.

In addition, the following additional statements address your questions regarding reliability and investigations undertaken if concerns are raised – obviously you're welcome to use these in full if it's helpful, but they do not replace the formal response given above.

"The Horizon system has been in place for ten years and handles up to 750 transactions every second and all subpostmasters have access to full training and ongoing support and are able to raise any concerns over transactions or accounting to Post Office Ltd who will always help and investigate."

"We are continuing to upgrade the system to make sure it meets the growing demands of the financial services products provided by today's Post Offices. Whilst implementing changes will inevitably have caused some inconvenience, it has not in any way affected the integrity of the system, which is fundamentally more accurate and less open to abuse than the old fashioned paper based systems it replaced."

Finally, Post Office Ltd does not publish details of prosecutions of subpostmasters.

I'd be grateful if you could confirm receipt of this email.

Many thanks

Regards

Paul Budd

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