
From: Thompson Laura (Shareholder Executive)[/O=BIS PRODUCTION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=73D8709345C441479F0D7E2ADCE207C9-LATHOMPS]
Sent: Wed 04/02/2015 12:18:27 PM (UTC)
To: Callard Richard (ShEx)[GRO]
Subject: FW: CONTRIBUTION REQUEST - MINISTERIAL TRANSFER REQUEST STEPHEN HEPBURN MP MC2014/07486 (FAO Alysa)

FYI – HMT tried to pass us a Sparrow case nearly 2 months late. We won't accept transfers that late, and the correspondent doesn't have a case in the scheme (they are just expressing outrage), so have provided the text below for HMT to use.

Laura Thompson | Assistant Director | Shareholder Executive

GRO

From: ShE Briefing
Sent: 04 February 2015 11:53
To: Thompson Laura (Shareholder Executive); Ministerial Transfers
Cc: ShE Briefing
Subject: RE: CONTRIBUTION REQUEST - MINISTERIAL TRANSFER REQUEST STEPHEN HEPBURN MP MC2014/07486 (FAO Alysa)

Thanks Laura,

I think this is just the ticket.

Dulcie – you can pass the below to HMT to use for the case reply.

Best,

James

GRO

From: Thompson Laura (Shareholder Executive)
Sent: 04 February 2015 11:26
To: ShE Briefing; Baugh James (ShEx)
Subject: RE: CONTRIBUTION REQUEST - MINISTERIAL TRANSFER REQUEST STEPHEN HEPBURN MP MC2014/07486 (FAO Alysa)

James

Suggest we just use the wording attached. The correspondent doesn't have a case in the scheme so there is little more we can say. HMT can top and tail.

Thank you for your letter about the Post Office mediation scheme established in connection with the Post Office Horizon system.

Following complaints about the Horizon system, the Post Office commissioned an independent firm, Second Sight, to examine the system. Second Sight published their report in July 2013. Whilst the report made clear that there was no evidence of system-wide problems with Horizon, Post Office acknowledged that the report raised questions about the training and support offered to some subpostmasters and made plain its determination to address them, by:

- Establishing a Working Group to review cases;
- Appointing an independent chair for the process; and
- Creating a branch user form to create a feedback loop for users.

These measures are now in place, with Sir Anthony Hooper (a former member of the Court of Appeal in England and Wales) chairing the working group which consists of Post Office and the Justice for Subpostmasters Alliance. The group oversees cases through an independent review and mediation scheme. It is important to stress that despite further investigations in to individual cases since July 2013, it continues to be the case that there is no evidence of system wide problems with the Horizon system. The system processes 6 million transactions every working day across a Post Office network in excess of 11,500 branches. Nearly 500,000 users have used Horizon since it was introduced in 2000, serving millions upon millions of customers, meaning that the c150 subpostmasters in the scheme represent a very small minority with complaints.

The mediation scheme continues to make progress in examining cases. I must emphasise that the mediation scheme is independent of Government, and details of the cases involved in the scheme are confidential.

Laura Thompson | Assistant Director | Shareholder Executive

GRO

From: ShE Briefing

Sent: 04 February 2015 10:24

To: Thompson Laura (Shareholder Executive); Ministerial Transfers

Cc: ShE Briefing

Subject: RE: CONTRIBUTION REQUEST - MINISTERIAL TRANSFER REQUEST STEPHEN HEPBURN MP MC2014/07486 (FAO Alysa)

Dulcie,

Ok, we will draft the reply for HMT to send.

Laura – another Horizon case (HMT wanted to transfer but it has been too long since date of incoming letter for us to accept). Can you draft a reply that will go out from the HMT Minister?

J

From: Ministerial Transfers

Sent: 04 February 2015 09:15

To: ShE Briefing

Subject: CONTRIBUTION REQUEST - MINISTERIAL TRANSFER REQUEST STEPHEN HEPBURN MP MC2014/07486 (FAO Alysa)

Hi She

Could you please provide contribution on this late case. Many thanks.

Dulcie

GRO

From: Swinson MPST Correspondence

Sent: 03 February 2015 15:55

To: Ministerial Transfers

Subject: FW: log and assigne: MINISTERIAL TRANSFER REQUEST STEPHEN HEPBURN MP MC2014/07486 (FAO Alysa)

Hi guys, sorry, please see the below comments from Claire. I expect the other one sent will be the same response.

Pauline.

From: Swinson MPST
Sent: 03 February 2015 15:52
To: Swinson MPST Correspondence
Subject: RE: log and assigne: MINISTERIAL TRANSFER REQUEST STEPHEN HEPBURN MP MC2014/07486 (FAO Alysa)

Sorry no – this is far too late from HMT for us to accept it – we can provide them with a contribution but it will be for them to get their Minister to sign

Claire

From: Swinson MPST Correspondence
Sent: 03 February 2015 15:42
To: Swinson MPST
Subject: FW: log and assigne: MINISTERIAL TRANSFER REQUEST STEPHEN HEPBURN MP MC2014/07486 (FAO Alysa)

Alysa, would Jo be willing to sign this? As you can see the letter is dated the 12 December.

Thanks,
Pauline,

From: Ministerial Transfers
Sent: 03 February 2015 15:12
To: Swinson MPST Correspondence
Subject: log and assigne: MINISTERIAL TRANSFER REQUEST STEPHEN HEPBURN MP MC2014/07486

Shex have agreed to accept.

The correspondence is date 12 December 2014.

Please check if Jo will sign.

I believe delayed is due HMT having their system updated, as attached.

From: ShE Briefing
Sent: 03 February 2015 15:05
To: Ministerial Transfers
Cc: ShE Briefing
Subject: RE: MINISTERIAL TRANSFER REQUEST STEPHEN HEPBURN MP MC2014/07486

Hi Dulcie,

Yes this is for us – unless we should reject on timescales (don't know how long the cut-off point is) given HMT has taken a rather long time to seek to transfer this one (MP's letter is dated 12th Dec).

Best,

James

GRO

From: Ministerial Transfers
Sent: 03 February 2015 14:54
To: ShE Briefing
Subject: FW: MINISTERIAL TRANSFER REQUEST STEPHEN HEPBURN MP MC2014/07486

Dear Colleague
Re: Post Officer making errors

Grateful if you could review the attached correspondence and let me know whether you are prepared to accept.

A reply within 24 hours with an acceptance or a rejection would be much appreciated.

If accepted, could you please advise whether this will be a standard line or bespoke response and to whom the case should be assigned.

Many thanks

Dulcie Lawrence
Cross Whitehall Correspondence Officer
OGD and Strategic Partners' Team

GRO

Department for Business, Innovation and Skills

From: Lewinson, Heather - HMT [GRO] **On Behalf Of** Transfer, Ministerial - HMT
Sent: 03 February 2015 11:37
To: Ministerial Transfers
Cc: Transfer, Ministerial - HMT
Subject: MINISTERIAL TRANSFER REQUEST STEPHEN HEPBURN MP MC2014/07486

Dear Colleague
Please find attached ministerial correspondence for your consideration. I would be grateful if you can let me know if you accept this case within two working days.

If this case is not for you, please can you provide feedback as to why it is not for your department and a suggestion as to where you think the responsibility lies.

Yours sincerely

Heather May Lewinson | Correspondence Officer | Correspondence and Information Rights Team
| Corporate Centre Group | HM Treasury | 1 Horse Guards Road, London, SW1A 2HQ |
www.gov.uk/hm-treasury



Please consider the environment before printing this email.

The original of this email was scanned for viruses by the Government Secure Intranet virus scanning service supplied by Vodafone in partnership with Symantec. (CCTM Certificate Number 2009/09/0052.) This email has been certified virus free.

Communications via the GSi may be automatically logged, monitored and/or recorded for legal purposes.

This email was received from the INTERNET.

Communications via the GSi may be automatically logged, monitored and/or recorded for legal purposes.
