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| <b>POL MEDIATION SCHEME</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                     |
| <b>APPLICANT:</b> Hughie Noel THOMAS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>NUMBER:</b> M029 |
| <b>POST OFFICE BRANCH:</b> Gaerwen Ynys Mon <b>In Post</b> 1994- 2005                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                     |
| <b>Convicted / Cautioned / Acquitted</b> (please circle)<br><br><b>Pleaded guilty to false accounting and subjected to POCA proceedings.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Civil:</b>       |
| <b>Issues Raised in the Application</b><br><br><b>Monetary Value</b> £54K of losses on audit <b>Consequential losses of SPMR</b> put at £500,000<br><br><b>Period :</b> prior to 2005<br><br><ol style="list-style-type: none"> <li>1. <b>Horizon – the system was unforgiving and did not enable errors to be corrected – I cannot explain how the deficits arose.</b></li> <li>2. <b>Training – was inadequate both in relation to depth of knowledge and duration of training – I could not properly operate the computer system I had only 1 ½ days training, I needed one to one advice in person.</b></li> <li>3. <b>Support – the backup provided was insufficient – I telephoned for help on more than one occasion. The advice I was given did not resolve the situation. I was in a rural location and there was no one else to turn to</b></li> </ol> |                     |
| <b>CATEGORY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                     |
| <b>Horizon System</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | yes                 |
| <b>Training Issues</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | yes                 |
| <b>Support</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | yes                 |
| <b>Other</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                     |