



Application Form

For Second Sight use only

Case ref:

Your Details

Surname: STUBBS	Forenames: PAMELA JOAN
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Your address:

GRO

Postcode:

Telephone number 1: GRO	Email address:pamstubbs@GRO
Telephone number 2:	

My current Member of Parliament is:

Rt.Hon.John Redwood MP

Your Branch

Please insert the details of the branch where you worked. If you worked at more than one branch, please provide details on an extra sheet of paper.

Name of branch: BARKHAM	FAD Code of branch: 212 939 6
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Address of branch: PORTACABIN

50 Bearwood Road

Wokingham

Berkshire

Postcode:RG41 4SY

Your role at the branch (ie. Subpostmaster, Subpostmistress, clerk, etc.):

SubPostmistress

When did you begin in this role?

4th August 1999

Are you still in this role?

YES

NO

If no, when did you leave this role:8th June 2010

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Initial Case Overview

To the best of your knowledge, is your case (or any part of it) currently subject to any on-going criminal investigations or proceedings (including the issue of a summons, sentencing hearings or a confiscation order)?

YES – you may still submit your case, but Second Sight may not be able investigate it whilst criminal investigations or proceedings are on-going.

NO

The purpose of the 'Initial Case Overview' is to summarise the main issues you wish Second Sight to consider. If your case is accepted for mediation, you will then have an opportunity to supply much more detail together with supporting evidence.

The following Key Questions may help you with this Initial Case Overview but please feel free to supply any information that you consider may help explain your complaint.

What is the main issue or issues you wish us to consider that relate to Horizon or its associated processes?

1. The inefficient, unsupervised and chaotic move from my existing Building to a Portacabin for the duration of the rebuild.
2. Unexplained losses which then began on the first balance after this move.
3. The practical operational issues resulting from the lack of support during the move to ensure a smooth transition (e.g. my new safe had a time lock and restricted opening times. I had never had this before and had not been told. This meant that I could not open in time and the safe locked out when I came to do my first balance) The bulk drawer in the safe eventually locked shut and even the Auditor could not open it. I requested that it be opened when it was removed and that I should be informed of its contents. I never heard from POL.

When did the incidents relating to the main issue or issues occur?

1. The day of the move 26th October 2009 and subsequently.
2. Shortages occurred at each main balance following this move.
3. Ongoing problems with equipment and the Portacabin.

What prior contact have you had with the Post Office in regard to the incidents/issues that you are now reporting?

I telephoned the help line immediately after the first balance (Nov.) to query the shortage which I had assumed was due to an administrative error during the move. I paid the shortage expecting that it would correct itself at some point in the next few weeks when the paperwork turned up.

Next Trading Statement (Dec.) I telephone the Help Line again to query the shortage. The Help Line were not able to return my call until after I had 'rolled over' for the office to open. They had no advice for me.

The next Trading Statement(Jan.) was massively short and it was only at this point when I telephoned many times that I was advised that I actually had to request that the shortage be put in dispute for it to be registered as such. This I did and from that point my telephone calls became more frequent and more agitated. I requested access to Horizon/Fujitsu. This was not allowed but I was told that the Help Line would contact them since I was convinced that the problems had to be related to the move.

I tried to contact my Contracts Manager but the only message received by one of my shop staff was that he did not get involved with Balance problems.

I telephoned after all future balances and other times to request help and advice.

How was the issue or issues resolved at the time they occurred?

1. November - £388 Approx. short. I paid
2. December - £3500 Approx short. I paid
3. From January 2010 onwards I telephoned and disputed every shortage and demanded that Horizon was checked. Nothing was done by POL. I would not pay and I would not sign any of my Trading Statements as they were not correct. No issues were solved at all.

What is the monetary value of the issue or issues you are now reporting?

1. £28,000 in apparent shortages.
2. My own losses due to the problems I experienced.

Were you the subject of either civil recovery action or criminal prosecution regarding the main issue or issues you are now reporting?

No. I was called for an interview with POL Fraud Strand in January 2011but I have received no report from that interview.

How were these actions against you (if any) resolved?

N/A

What is your explanation for the events forming the main issue or issues you are now reporting?

As I have had no issues with balancing my office for over 10 years and these problems began immediately after the move into the Portacabin, I believe that this has been caused by a Horizon problem with information travelling to and from my office to the main Horizon control centre.

After the January balance I began printing daily transaction logs from my office computer. I attempted to go right back to the day of transfer but was only able to print from mid November. I have found many anomalies in these reports which have not been explained to me.

In the move out, all the plugs were pulled out and the equipment simply plugged in again. When the move was made back into the new premises, it took almost a whole day with the equipment being checked, powered down, then moved. Once in the new premises, the same procedure was done in reverse and the relief Subpostmaster was not allowed to start work until the following day after further checks.

All monies were checked out and removed by Cash Co. This monied was then recorded into the new office. When I moved out, CashCo did not turn up and I had to physically move my office funds by myself, with only my builders as a body guard! This happened when the safe movers insisted on taking the old safe away.

Did you request assistance from the Post Office regarding the issue or issues you are now reporting? Yes. On every occasion from the first Balance but particularly from 6th January 2010 until my suspension on 8th June 2010. I made many phone calls (Ref. Nos.supplied) and letters asking that Horizon/Fujitsu compare my data logs with their records, in my presence. All were ignored or refused and I simply received requests to give all my paper evidence to POL. I was passed to the 2nd Tier help line and was informed that they had been told that Horizon investigations were requested. Nothing happened. I spent my moving day trying to contact someone who could help with the problems but to no avail.

What assistance if any was provided?

Absolutely nothing. Despite being told that my Contract Manager, Nigel Allen was investigating my claims, I heard not one word from POL until I was called for an interview. I have not received a report from the closing audit, although I was told at this interview that my office had a significant surplus at this audit. I was not informed and I was told after my suspension that I had no access to anyone at POL any more.

I was not even informed that I was to be suspended until the Auditor walked through the door that morning, despite speaking with Nigel Allen the night before.

I do not believe the POL intended to help at all, as Nigel Allen commented in a letter ' many SubPostmasters have claimed that Horizon is at fault but nobody has been able to prove it'.

Please attach additional sheets of paper if you require more space.

Declaration

I acknowledge that:

As part of the Scheme, I must promptly provide information about my case to Second Sight. If I do not provide full information in a timely manner, I accept that it may not be possible to investigate or mediate my case.

Information I provide about my case or the findings of Second Sight's investigation may help reach a resolution with Post Office but that it may also reveal further claims against me.

I am only entitled to financial support from Post Office if I have signed a Funding Agreement.

I confirm that:

My case relates to the Horizon system or an associated issue.

Post Office may communicate details of my case to Second Sight, JFSA, my Member of Parliament and/or its professional advisors.

The facts and matters set out in this Application are true and accurate to the best of my knowledge and belief.

I confirm that I am:

Currently serving as a Subpostmaster and have already raised my case with Post Office and have completed all Post Office's internal complaint processes.

Not currently serving as a Subpostmaster.

(Please tick one box)

If you are unable to give all the above acknowledgements and confirmations, your case may not be eligible for the Scheme. In that circumstance, please contact the JFSA for assistance.

This Application Form and your involvement in the Scheme do not create any legally binding contract or obligations between Post Office and you.

The Working Group, its members and their advisors owe no obligations or duties, and accept no liability, to you in connection with the Scheme.

Signed

GRO

Name

PAMELA JOAN STUBBS

Date

15th September 2013