

## Pamela Stubbs

**Branch:** Barkham Post Office Branch®, GRO

**Dates of service:** 23 September 1999 to 12 August 2010

**Loss claimed:** Roughly £67,000 for payments of shortfalls, loss of earnings post termination, and loss of investment

**Contract model:** Standard Subpostmasters Contract 1994

### **Background:**

Mrs Stubbs took over as Subpostmaster in September 1999 when her husband, the previous Subpostmaster, passed away. Mrs Stubbs has been an assistant at the Branch since 1987.

In 2000 to 2001, Mrs Stubbs had problems with power outages at the Branch which caused the Horizon system to crash and reboot. There were discrepancies in the Branch accounts which Mrs Stubbs believed were due to the power outages over this period of time equating to around £1,000. These shortfalls were made good by her.

Following the power supply issue there were no major issues with shortfalls until late 2009 when the Horizon equipment was relocated to a portacabin due to redevelopment works at the branch premises. A significant number of shortfalls occurred and payment of these was requested. In the spring of 2010, Mrs Stubbs wanted to advertise the Branch for sale and had a prospective purchaser. On 12 May 2010 Mrs Stubbs sent in her letter of resignation. One final audit was conducted on 8 June 2010 following Mrs Stubbs resignation which found a shortfall of £4,837.87. Mrs Stubbs was suspended the same day and remained suspended until her resignation took effect.

### **Key allegations made:**

Mrs Stubbs claims, in addition to the generic complaints made by all Claimants, that:

There was no appointment process and that she never received a copy of the Standard Subpostmasters Contract.

She was unable to identify the cause of apparent shortfalls from the information she had access to using Horizon.

The discrepancies in the branch accounts in 2000/2001 were due to power outages which caused the Horizon terminal to crash and reboot.

The Horizon terminal was relocated to a portacabin during Branch refurbishment in 2009. Following this move she experienced shortfalls in her Branch accounts so there must be some correlation between the two.

### **Reason for resignation:**

On 12 May 2010 Mrs Stubbs sent a letter of resignation to Post Office noting she had two individuals whom were interested in purchasing the Branch.

Post Office believed that Mrs Stubbs or her assistants were the cause of the losses in her branch; those losses being exacerbated by the move to the portacabin whose unfamiliar surroundings created an increased risk of manual error when conducting transactions.