

## Message

**From:** Rodric Williams [GRO]  
**Sent:** 12/09/2017 11:53:53  
**To:** Elisa Lukas [GRO]  
**CC:** Andrew Parsons [GRO]  
**Subject:** FW: Pentyrch 222611 - advice requested  
**Attachments:** Pentyrch Charge Letter 12-06-2017 - amended.docx

Elisa – can you please deal with this under the Ad Hoc Contract Advisors file, unless it falls within the fixed fee for the Group Litigation (Miss Davies is a claimant)?  
Thanks, Rod

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**From:** Alan Lusher  
**Sent:** 08 September 2017 16:01  
**To:** Rodric Williams <[GRO]>  
**Cc:** 'elisa.lukas [GRO]' <[GRO]>; Andrew Parsons <[GRO]>; Paul Inwood <[GRO]>; Keith Bridges <[GRO]>  
**Subject:** RE: Pentyrch 222611 - advice requested

Rod,

Further to your email below, I have prepared a draft charge letter inviting Mrs Davies to respond by letter and not offering a meeting. I do not think a meeting can have clear objectives and the outcome would be unlikely to have a major bearing on the final decision.

There is a very large quantity of information on file relating to complaints, audit shortages and warnings going back to the time of Miss Davies appointment in October 2009, to which I have alluded in the letter, but without great detail. Please advise if this is sufficient at this stage. A summary is on file prepared following dispute of an audit shortage in March 2012 and it refers to "a comprehensive explanation supplied by Post Office Solicitors Bond Dickenson LLP to Miss Davies's Solicitors, John Hamilton Leyshon Solicitors on 25 June 2013". I do not have a copy of this, but it could be useful should a decision be taken to terminate the contract.

Please would you review the attached letter

Regards



**2017 Winner of the Global  
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**Alan Lusher**  
Contract Advisor

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[GRO]

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**From:** Rodric Williams  
**Sent:** 31 August 2017 16:46  
**To:** Paul Inwood  
**Cc:** Alan Lusher; 'elisa.lukas' <[REDACTED]@GRO>; Andrew Parsons  
**Subject:** RE: Pentyrch 222611 - advice requested

Paul – we've just spoken. I am now copying Alan.

Anna Davies is a claimant in the Freeths Group Litigation, so this does require careful handling. I am therefore also copying Andy Parsons and Elisa Lukas from Bond Dickinson who are running Post Office's defence of that litigation.

My recommendation is:

1. Alan draft up a letter to the postmaster setting out the action he would like to take with this agent/branch under normal BAU conditions, e.g. if it is that the contract for services is terminated, the grounds on which termination would be based; if it's reinstatement on conditions, then what those conditions are and why they are considered necessary.
2. Given that Freeths will be involved, that action should NOT be an invitation to meet unless there is a clear, realistic objective for the meeting, the outcome of which would have a material bearing on the action Alan wants to take. Without that, we'll just get into the same problem we have with Gorman.
3. Legal then review that letter to advise on the legal risks raised by Alan's proposed action.

Does that make sense?

Rod

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**From:** Paul Inwood  
**Sent:** 31 August 2017 16:10  
**To:** Rodric Williams <[REDACTED]@GRO>  
**Subject:** FW: Pentyrch 222611 - advice requested

Hi Rod,

PSA and below. This case is heading towards termination, the PM has taken legal advice and is citing Horizon issues.

Contracts team require your advice on how to proceed.

Regards,  
Paul.



**2017 Winner of the Global  
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Experience**

**Paul Inwood Postmaster Contracts and Policy Development  
Manager**

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Retail Strategic Business Unit  
1<sup>st</sup> Floor Customer Support Centre  
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20 Finsbury St London EC2Y 9AQ  
Mob. [REDACTED]@GRO

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**From:** Alan Lusher  
**Sent:** 31 August 2017 15:55  
**To:** Paul Inwood <[REDACTED]>  
**Cc:** Keith Bridges <[REDACTED]>  
**Subject:** RE: Pentyrch 222611 - advice requested

Hi Paul

I have enquired with Angela Van-Den-Bogerd and with the Support Services Resolution team and they can find nothing to substantiate the claim made that the full loss at a neighbouring branch was written off by Angela in similar circumstances. Angela has no recollection of writing any amounts off in this or other surrounding branches and the SSR team have searched to no avail. Both will consider again if the allegation is made sufficiently specific.

Please advise whether I should proceed with this case differently in any way because of the implication of problems with the Horizon system.

With apologies for the delay in responding.

Regards



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**Alan Lusher**  
Contract Advisor

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[REDACTED]

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**From:** Paul Inwood  
**Sent:** 15 June 2017 09:28  
**To:** Alan Lusher  
**Cc:** Lin Norbury  
**Subject:** RE: Pentyrch 222611 - advice requested

Thanks Alan.

Regarding the point she has made about a similar loss being written-off by Angela, is this correct?

If so, what were the circumstances, when did that happen, what was the value and how did the facts of that loss differ to this case please?

Regards,  
Paul.



**Paul Inwood Postmaster Contracts and Policy Development  
Manager**

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**From:** Alan Lusher  
**Sent:** 14 June 2017 16:02  
**To:** Paul Inwood <GRO>  
**Cc:** Lin Norbury <GRO>  
**Subject:** Pentyrch 222611 - advice requested

Hi Paul

I would appreciate advice on the best way to proceed with this case.

Thanks



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**Alan Lusher**  
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