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**From:** Jason G Collins [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=JASON.G.COLLINS699CF2F2-4D76-4901-BE7B-B15A95AF3D2B]  
**Sent:** 15/09/2011 07:18:27  
**To:** Dave Pardoe [GRO]  
**Subject:** RE: Horizon resourcing

Dave,

Yesterday morning Jon and I held his 121,

He presently has 12 operational cases on-hand and additional activity workload of Operation Golden and the work for Civil Litigation that he has already been supporting. Some matters in hand are in the court process stage and other require activity, that activity is detailed below to progress them.

We agreed that his priorities for the coming period would be as follows;

- 1 – Operation Golden reporting
- 2 – Civil Lit Horizon integrity
- 3 – Staines (transferred case to JL, very historical case that needs progression – Your agreement to report and transfer/close as appropriate)
- 4 – Herne Hill (transferred case to JL, very historical case that needs progression – Your agreement to report and transfer/close as appropriate)
- 5 – PDR preparation/submission
- 6 – Church Lane (POCA case potential £30k to 50k customer fraud) Initial obtaining of witness statements planned to start tomorrow
- 7 - Maidstone (dated Crown matter than requires progression) In engagement with Stakeholder and fact finding to be undertaken this period

I asked Jon to give me an overview of what he had already been asked and what he thought might be expected from him in support of the Civil piece which he detailed as follows;

10 cases have been identified by Civil litigation in regards to potential challenges, when engaged in seeking recovery for outstanding debts to former SMPR's, of these 10, 2 have enacted no win, no fee lawyers and were challenging the business. Of these 10 some had been prosecuted by us and others hadn't (didn't have a breakdown of which).the Civil team dealing with this matter are seeking to put in place a defence against these claims and following requests and due to Jon's experience from the criminal challenges he was tasked to support as you know whilst I was away on my annual leave.

Jon explained that presently his role is that of a facilitator to the matter, assisting in the provision of evidential information or individual experts in areas that require witness statement support. This activity will likely involve a number of key individuals from P&BA, Fujitsu and Network etc.

Moving forward Jon asked for a steer from myself/you in regards to how heavily he was to become further involved from an engagement/activity perspective, so if you could advise it would be appreciated. My view is that following Golden reporting and reporting for Staines/Herne Hill, Jon would be able to dedicate a fair proportion of his time to assisting this activity whilst still driving his other matters. If however the level of workloads increased further in this assistance then we might again need to assess his other matters on hand.

Regards

Jason Collins  
Security Programme Manager  
Security Operations - South  
Post Office Ltd

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**From:** Dave Pardoe  
**Sent:** 14 September 2011 15:14  
**To:** Jason G Collins  
**Subject:** FW: Horizon resourcing

Jason, would you please give me a feel for what Jon has on at the moment – has he discussed with you his Horizon commitment? Other than the FS piece what else has he got on please? Clearly, the Horizon issue is a biggie and we may need to look at stripping out his workload to accommodate.

Regards

David Pardoe  
Senior Security Manager Physical Crime Strand  
Post Office Ltd, Security Team

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**From:** John M Scott  
**Sent:** 13 September 2011 12:27  
**To:** Dave Pardoe  
**Cc:** Hugh Flemington  
**Subject:** FW: Horizon resourcing

Dave,

Please see below – can you please assess the position with John Longman and his availability to support Legal.

(Hugh – apologies for the delay – I've been off line)

Cheers,

John.

**From:** Hugh Flemington  
**Sent:** 08 September 2011 14:46  
**To:** John M Scott  
**Cc:** Susan Crichton  
**Subject:** FW: Horizon resourcing

Hello

I need a big favour plse – if it's possible.

We are starting to have these cases come in again on Horizon.

Apparently having Jon Longman help us is saving us hundreds of thousands in external fees.

Problem is it looks like Jon is being pulled in a number of urgent directions, cannot dedicate the time to Horizon issue etc. Would you be able to free him up for us plse?

Kind regards  
hugh

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**Hugh Flemington**  
**Lawyer**  
**Post Office Ltd**  
148 Old Street, LONDON, EC1V 9HQ

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**From:** Sabrina Jethwa  
**Sent:** 08 September 2011 13:44  
**To:** Hugh Flemington  
**Subject:** FW: Horizon resourcing

FYI

This relates to the Horizon cases. Jon Longman is the one who is carrying out the investigations.

Kind regards

**Sabrina Jethwa**

Legal Services

**Post Office Ltd**

148 Old Street, LONDON, EC1V 9HQ

GRO

or

GRO

GRO

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**From:** Rebekah Mantle  
**Sent:** 08 September 2011 13:41  
**To:** Susan Crichton; Sabrina Jethwa

**Cc:** Emily B Springford  
**Subject:** Horizon resourcing

Susan and Sabrina

Please see below email - it looks as if there may be an issue with John Longman's ability to assist on the Horizon claims. His help is extremely valuable and is saving considerable legal cost, so I wonder if anything can be done to free him up so he can continue to help?

Many thanks in advance.

Rebekah

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**From:** Emily B Springford  
**Sent:** Thursday, September 08, 2011 12:26 PM  
**To:** Rebekah Mantle  
**Subject:** FW: Julian Wilson - Astwood Bank (Update)

Rebekah,

Please see below.

Many thanks

Emily

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**From:** John Longman  
**Sent:** 08 September 2011 10:14  
**To:** Emily B Springford  
**Subject:** RE: Julian Wilson - Astwood Bank (Update)

Emily

I have had to undertake an urgent and high priority set of interviews relating to Financial Specialists which I do not know how long at this stage will take to complete. I am not being able to give these Horizon integrity requests as much time as I would like. I will discuss this issue with my Manager at my 1:1 on Tuesday and let you know his decision. I am more than willing to assist as I think you are aware but workload at present is causing a major problem. You may wish to discuss this with Dave Pardoe.

Regards

*Jon Longman*

Security Manager  
Security Operations - South

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**From:** Emily B Springford  
**Sent:** 08 September 2011 10:07  
**To:** John Longman  
**Cc:** Graham C Ward  
**Subject:** FW: Julian Wilson - Astwood Bank (Update)

John,

I am feeling rather pessimistic about being able to track down the branch file for Astwood bank (see below). In terms of application documents, training records, audit reports, and so on, Graham helpfully suggested that Glenn Chester, the contract manager, might have relevant material on his Lotus Notes database. If you are drawing a blank on some of the information requested, Glenn might be a good port of call. Please let me know if I can be of help with this, and thank you very much again.

Kind regards

Emily Springford  
Principal Lawyer - Dispute Resolution  
Postline   
Mobex

First Floor, 35-50 Rathbone Place  
London W1T 1HQ

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**From:** John B Jenkinson  
**Sent:** 08 September 2011 08:23  
**To:** Emily B Springford  
**Cc:** Graham C Ward  
**Subject:** RE: Julian Wilson - Astwood Bank (Update)

Emily,

I will have another look today – however your reference to being disorganised is not too far from the truth. To be honest the files have been kept in damp and dirty conditions, hence file management not given the focus it deserves. I took over this role six months ago and have tried to organise filing, inclusive of chasing up files that were sent out in 2009 and not returned, however this is proving problematic. The filing is not seen as a priority for the team as we are currently under some intense pressure to achieve targets in respect of SPMR recruitment.

Every effort is made by the current regime in this team to ensure that a first class service is provided, however where areas / levels have let slip in the past it is proving difficult to bring these back to a respectable level due the pressures we are under.

I will let you know of the outcome later today.

Thank you.

JJ

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John Jenkinson (JJ)

**Contract & Appeals Administration Manager**

Network Services

Post Office Ltd, The Markets Post Office,  
6-16 New York Street, LEEDS. LS2 7DZ

Desk:  Postline:

Mobile:

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**Contract Admin Team purpose:**

'The provision of a first class service (on all contractual issues) to all our customers, whether internal or external – putting the customer at the heart of everything we do'

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**From:** Emily B Springford

**Sent:** 07 September 2011 18:22

**To:** John B Jenkinson

**Cc:** Graham C Ward

**Subject:** RE: Julian Wilson - Astwood Bank (Update)

John,

Thank you for checking. As you may be aware, we have just received two claims from former supostmasters challenging the integrity of Horizon and claiming they did not receive adequate training – we expect to receive more in the next few weeks as this has been building a head of steam for years. It is vital to our defences that we are able to demonstrate the training that was given and provide other details relating to the way the branch was run. I can't see how the file can be anywhere other than in your offices or at Iron Mountain. Please pursue every possible lead to track this file down – we will come across as disorganised and vulnerable if we are not able to do so.

Thank you in advance.

Kind regards

Emily Springford

Principal Lawyer - Dispute Resolution

Postline

Mobex

First Floor, 35-50 Rathbone Place  
London W1T 1HQ

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**From:** John B Jenkinson

**Sent:** 07 September 2011 12:52

**To:** Graham C Ward

**Cc:** Emily B Springford

**Subject:** RE: Julian Wilson - Astwood Bank (Update)

Graham,



Sorry still no luck with finding this file. Whilst there are files for some of the branches detailed below – I am also struggling to locate East Sheen, High Town and Walsworth.

Thanks.

JJ

John Jenkinson (JJ)  
**Contract & Appeals Administration Manager**  
 Network Services  
 Post Office Ltd, The Markets Post Office,  
 6-16 New York Street, LEEDS. LS2 7DZ  
 Desk:  Postline:   
 Mobile:

### Contract Admin Team purpose:

'The provision of a first class service (on all contractual issues) to all our customers, whether internal or external – putting the customer at the heart of everything we do'

**From:** Graham C Ward  
**Sent:** 07 September 2011 09:13  
**To:** John B Jenkinson  
**Cc:** Emily B Springford  
**Subject:** FW: Julian Wilson - Astwood Bank

John

The string of e-mails below relate to the urgent need to locate the Agency File for Astwood Bank. Just in case this helps to locate the Astwood Bank file, when I returned it in November 2009, it was one of six (see details in table below) so maybe it has been mis-filed, any help finding this file would be greatly appreciated.

Ashbourne Parade	074006
Astwood Bank	346246
Castle Hedingham	168116
East Sheen	132001
High Town	072134
Walsworth	095129

Cheers  
 Graham Ward  
 Accredited Financial Investigator

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**From:** Steve Northey  
**Sent:** 07 September 2011 08:58  
**To:** Graham C Ward  
**Cc:** Emily B Springford  
**Subject:** RE: Julian Wilson - Astwood Bank

Hi Graham,

The files are not kept here, they are kept at Leeds and I forwarded the request and I've copied their reply below (they copied this to John also).

We've had several requests for the Astwood Bank file and have been unable to locate it. The Alderley Edge file is also not in the basement as it was posted off last week:

"At the request of Pat Davies file sent Special Delivery (AR281871941GB) to Emily B Springford ,Principal Lawyer – Dispute Resolution, First Floor, 35 – 50 Rathbone Place, London, W1T 1HQ."

You will need to take this up with the Leeds team, their manager is Graham Padgett (I think he may be on annual leave) and his manager is John J Jenkinson.

I would suggest you contact John whilst Graham is off as it is this team who are responsible for the archive files.

Sorry I can't help any further

Steve

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**From:** Graham C Ward  
**Sent:** 07 September 2011 08:42  
**To:** Steve Northey  
**Cc:** Emily B Springford  
**Subject:** Julian Wilson - Astwood Bank

Steve

I understand from John Longman that you have been trying to help him locate the agency file for the above named person / office. It is important that this file is located and forwarded to Emily Springford as soon as possible as it is needed in support of a civil litigation matter. (Emily's full address is on the e-mail below). This file was returned by me to the Agency Team in Leeds in November 2009.

Many thanks in advance

Regards  
Graham Ward  
Accredited Financial Investigator

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**From:** Emily B Springford  
**Sent:** 06 September 2011 17:41  
**To:** Graham C Ward  
**Subject:** RE: Wilson - Astwood Bank

Hi Graham,

I'm sorry to chase, but I wondered if you or John had had any luck tracking down the agency file?

Kind regards

Emily Springford  
Principal Lawyer - Dispute Resolution  
Postline **GRO**  
Mobex **GRO**

First Floor, 35-50 Rathbone Place  
London W1T 1HQ

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**From:** Graham C Ward  
**Sent:** 01 September 2011 10:09  
**To:** Emily B Springford  
**Subject:** RE: Wilson - Astwood Bank

Emily

I returned the file back to Leeds on the 19<sup>th</sup> Nov 2009, John Longman is in touch with the Network team to make sure it is found and forwarded on. Hopefully it will be making its way down south soon.

Regards  
Graham Ward  
Security Programme Manager

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**From:** Emily B Springford  
**Sent:** 01 September 2011 09:45  
**To:** Graham C Ward  
**Subject:** Wilson - Astwood Bank

Hi Graham,

I am trying to trace the agency file relating to Astwood Bank. Apparently John Jenkinson in Network believes that the file was booked out to you, presumably for use in the investigation, but he thinks it was subsequently returned – however, it doesn't seem to have been archived and they can't find the file in the office. Would you be able to have a look at your records and see if you have anything which might cast light on where the file ended up?

Many thanks again.

Kind regards

Emily Springford  
Principal Lawyer - Dispute Resolution  
Postline **GRO**  
Mobex **GRO**

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