



## Summary Record of Tape Recorded Interview

Person Interviewed	<b>LISA MARGARET BRENNAN</b>		
Place of Interview	Interview room at Huyton Delivery Office	Exhibit No: Number of pages	
			Signature of interviewing officer producing exhibit
Date of Interview	13 June 2002		
Time commenced	1055 Hours	Time concluded	1110 Hours
Duration of interview	15 Minutes	047856	
Interviewing Officer(s)	Stephen Bradshaw	Anthony Frank Gardner	
Other persons present	Stephen Owens (CWU Representative)		

Tape counter times	Person speaking	Text
1.50	SB	The interview was recommenced at 1055 hours. Ms Brennan was reminded that she was re cautioned and that she was entitled to her legal rights as previously stated.
		OK Lisa, just as the other tape was coming to an end we were talking about the pension and allowance discrepancies that have been found using B date stamps. You were telling us that you've had a <b>GRO</b> and that. While I understand that you've been working under pressure, you gave us an explanation then and you tell us you work quite quickly, is there any reason why all these discrepancies are only appearing in pension and allowances when none of your other work ...?
		LB No, I've got no explanation.
		SB It amounts to close to £1000 in a few weeks, it's getting a little bit more than just being careless.
		LB Yeh, it is.
		SB Your balances haven't reflected.
		LB No.
		SB Nobody's come back to you.
		LB No.
		SB I don't know how much we believe that everybody's completely dishonest when



## Summary Record of Tape Recorded Interview (continued)

Tape Counter Times	Person Speaking	Text
	LB	you've overpaid them. You haven't double keyed a number because the numbers are different on the front on some examples.
	LB	Yeh. I haven't got it, that's all I can say. I haven't got it.
	SB	There's got to be a reason for it, you can't just lose £1000...
	LB	What if I'm serving them and say I pay off the docket and I'm giving it somewhere else short in the day and not knowing or .. I know I'm like clutching at straws here.
	AG	So you're making 2 mistakes you're saying.
	LB	Several, I don't know. I really don't know.
	SB	They're all mistakes all centred around the pensions, you're not making mistakes anywhere else. I mean it's not... you're duty's not just about paying out pension and allowances. You've got a number of transactions to perform but all your mistakes ..and they're very convenient, £100 or £200 with a different number in the pensions.
4.00	LB	I don't know what to say, I haven't got it, I haven't got it. I don't want to lose my job if I'm crap or even if you think I'm robbing. I don't want to lose my job.
	SB	Is there any reason why the Post Office should continue to employ you, giving £1000 away in a few short weeks.
	LB	I don't want to lose my job. I love my job. I thought I was good at my job.
	SB	We'll be making further checks, what if we find even more. When do we draw the line between it being careless and deliberate?
	LB	I don't know.
4.30		It was explained to Ms Brennan that this check was initiated by Chesterfield.
		The week 41check was read out to her from the 205a.
05.30	LB	And that's me?
	AG	No. And there's another one, group 14, there's 3 at £79.05 claimed and there's 4 received. Now, that's probably because what they've done there is they've worded it the other way round. What they've said is there's a docket for £79.05



## Summary Record of Tape Recorded Interview (continued)

Tape Counter Times	Person Speaking	Text
		that hasn't been claimed but it's a docket for £179.05 which is isn't there which has been claimed so in effect that probably is you if we have a look at that one. So to carry on from that, week 41 found these errors so a further 4 weeks were checked and the same sort of errors every week.
	LB	Yeh.
	AG	So then we've had a look at the pouch each week when it's left here and there's a lot to go through and we've found further mistakes so we haven't asked for Lisahally to make any further checks in between yet because the matter's quite serious, we're losing £100, £200, £300 a week, if I just check that one in fact, because we have the listings here. Right, we've got week 41 which is there, that's 42. And they're talking about a group 14. It's that one there isn't it? Yeh. I'm just going to show you that one, Steve's gonna give that an initial as well and a number.
7.00	SB	SB9. Again, date stamped as B. 4 at £79.05 claimed and the one that's ... one at £179.05 claimed but not there.
	AG	There you go, that's £100, exactly the same as the others. So if we just look at these, the £100 there plus another £100 is £200 plus that one is £300, 4, 5, 6, 7, that's £700 in 5 weeks. Now if you have a look at that on an annual basis, £700, it's about £7,000. That's more than you get paid. We can't afford to keep you can we?
	LB	Don't sack me.
	AG	I'm not going to sack you but Jan Mullen is going to get a report and she's ...
	LB	Well give me a refresher course or something, don't sack me.
8.30	AG	You don't need a refresher course do you? To be honest with you I think you've stolen it.
	LB	I haven't stolen it.
	AG	There's no other explanation.
	LB	I haven't got it.



## Summary Record of Tape Recorded Interview (continued)

Tape Counter Times	Person Speaking	Text
9.00	AG	There's no other explanation is there Lisa.
	LB	If it looks that way. I know that's what you think.
	AG	Week after week after week there's exactly the same mistakes, we're now going to go away and ask Lisahally to check the whole year, which is gonna take them some time isn't it because this office pays out £400,000 a week. It's gonna take a while to check all the dockets isn't it? Well eventually they will come back with a list of all the mistakes that have been made at this office and I'll guarantee there's £100, £200, £300 a week, week after week after week. Now what would you say if we came back and said that, you know, we're talking about £6000, £7000. No amount of refresher course is going to teach you how to slow down and press the right buttons. You're doing it on all the other transactions. Your giros, your giro in payments, your out payments, green giros, telephone bills.
	LB	You said you balanced almost to the penny.
	LB	I didn't say that.
	AG	But then we have a look at the mistakes that are being made in the pensions and that's the only place where we found mistakes 'cos that's what the auditor's just done, is just check your stock. The only major discrepancies he's found is the ones in the pensions. Why do you think we're here. Because we've got the same pattern week after week after week.
	LB	I wouldn't do that, I'm not that bloody soft.
	AG	I've heard that a few times before as well.
	SB	But it hasn't happened every day.
	LB	Yeh.
	SB	So if you worked 4 days, so if you're to be believed that you're telling us because of the way you work and you're working quickly we would have at least 4 occasions each week if you're working the same way each day.
11.00	AG	You'd be making mistakes on your pensions all the while wouldn't you. You'd be £100 over or £100 short, £50 over because you're working so quickly the



## Summary Record of Tape Recorded Interview (continued)

Tape Counter Times	Person Speaking	Text
	LB	keyboard is so .. I don't know, so difficult to operate when you're paying a pension out. It's Not you then. You've not stolen any money?
	LB	I haven't got it, no.
	LB	Ms Brennan was informed that further checks would be made.
	SB	I have not got it.
	AG	Do you think somebody else has got it then?
	LB	I dunno.
	AG	How can anyone else get it, they can't key in figures can they?
	LB	No, no one else can take it out of my stock can they?
	AG	No one else uses your code do they?
	LB	No.
12.00	AG	You say yourself that you stay with the same stock.
	LB	Yeh.
	AG	So you don't leave the stock and say will you serve out of this one and I'll go and have a cup of tea.
	LB	No, not like that, no.
	AG	So nobody else can be blamed for it, whether it's genuine or whether it's deliberate, it's you isn't it?
	LB	Yeh. What can I say?
	AG	You said you didn't do it. So we have to go away and write a report and see what other people think. We don't have any control over it, all we do is present the evidence that we've got. There's the evidence, we go away and do a few more checks and we add that to the evidence that we've already got and then someone makes a decision about you.
	LB	I love my job, I love doing this.
13.00	AG	Well if I was pinching £200 or £300 a week I'd love it as well. Some subsidy to your income that isn't it, £200 a week plus £200 or £300 out of the drawer.
	LB	It would be wouldn't it. I haven't got it.



## Summary Record of Tape Recorded Interview (continued)

Tape Counter Times	Person Speaking	Text
15.00	SB LB	<p>Ms Brennan was asked if she had any bank accounts. She said that she had her girobank account. She then showed a recent girobank statement</p> <p>Anything you want to say Lisa?</p> <p>No. I'm sorry.</p> <p>Ms Brennan was informed that she may be prosecuted and cautioned. The master seal 047856 was signed and form CS019 handed to Ms Brennan. The machine was switched off at 1110 hours.</p>