
GENERIC DISCLOSURE REVIEW
SCHEDULE OF EXTRACTS OF DISCLOSABLE MATERIAL
TRANCHE 3A

Control ID of original document	Document Details	Extract disclosed
108165464	Casework Management Report for the case of [B188] (written by Helen Dickinson, Investigation Manager, and dated 14 November 2003)	<p>From Page 1:</p> <p>“Following a routine audit of Bodmin Road Post Office, Roebank Arcade, Bransholme, Hull, HU7 4HE, on Tuesday the 4th November 2003, it was found that there was a total shortage of cash of £9,831.54. Glen Morris carried out the audit assisted by Lynne Eastwood.”</p> <p>“On Thursday 6th [B188] arrived unaccompanied at around 12:10 hours. The interview commenced at 12:24 hours and concluded at 13:08 hours.”</p> <p>From Page 2:</p> <p>“[B188] stated that she received an error notice for £4,000 proper to week 12 (w/e 18/06/03), which related to a remittance discrepancy. She stated that she was disputing the error notice because at no time did she show a surplus of this amount. [B188] claimed that, as she was unable to contact Ms Oglesby to discuss these matter she decided to place the amount into her suspense account. Shortly afterwards the office showed a shortage of around £1,600, which she was unable to account for from week 24. This amount was placed into her suspense account in the hope that the error would correct itself. She then stated that she then received several calls from Chesterfield asking her to remove £5,600 from the suspense account, as this amount had not been authorised. [B188] claimed that she was unaware that the suspense account shouldn't be used in this way and had used this method before when she had worked for the previous owners, United News.</p>

		<p>When she attempted to remove the £5,600 from her suspense account she stated that she had got into a tangle and when she balanced she did not show this amount as a shortage, as she had expected. When she checked her suspense account again she found that the amount was still in there. Around the same time she was experiencing a problem with the Horizon system. She stated that the system was accumulating sales without anyone operating it. These included sales of TV stamps and Postal Orders, and also sales were transferring between screens. I asked her whether she had reported this problem and she stated that she had contacted the Horizon Support Team who had instructed her to download Horizon and to reboot the system. B188 claimed to have done this several times although it was thought that the problem related to the cursors sticking down on one of the keypads. This was replaced recently and the problem seems to have ceased. When asked whether she had discussed this with Ms Oglesby she stated that she had problems getting hold of her and had preferred to resolve the problem personally rather than troubling anyone else."</p>
108165471	Record of Tape Recorded Interview of B189 on 23 October 2003 from 13.41 to 14.22. Interviewing Officers were Cathy Thomas and Jason Collins (21 pages)	<p>Page 5: B189 "I have not taken the money out from there. Not a penny, it's just the accounting part that even they was telling me that I didn't put that particular stuff in. It's just been showing short since I've taken over the full service I have problem, it's been on and off since (inaudible), cause I was suspended last year, ever since then and there are some error notices outstanding as well which haven't come through and there's a shortage of thirteen thousand pounds and I presume that's gone somewhere along the line like that, which was put into the suspense account and after that I have not physically taken any, not a single penny out of there."</p>
108165517	Casework Management Report for the case of B190 (written by Shirley Stockdale, Investigation Manager, and dated 2 December 2003)	<p>From Page 2-3:</p> <p>"Because B190 was declaring his losses it was felt that there was no criminal intent and that there somehow must be a procedural error taking place.</p> <p>Arrangements were then made for myself and Raymond Grant to attend the training suite at Springburn DMB where we attempted to reconstruct the cash account for the weeks immediately prior to the audit in an attempt to establish what effect this practice of re-declaring the cash at a higher value would have on the actual cash account, it was suggested that the loss may have been inadvertently "doubled up", however the exercise at the training suite has disproven this and as far as enquiries have revealed to date the only thing that is sure is that the deficit of £38,812.90 realised at audit is not as a result of any errors that we are aware of at this time. It would appear to be missing cash for which neither of the staff or the sub-postmaster can give any explanation.</p>

		<p>Examination of the cash summary enclosed at Appendix B shows that the problem balances start as soon as the two new members of staff and [B190] are left to do the balances on their own, without the input of the more experienced clerks.</p> <p>[B190] attended Glasgow Mail Centre again on Wednesday 12 November 2003 where he was interviewed further about the possible cause of these extensive losses...No further information was forthcoming regarding an explanation for the missing money, and [B190] continued to deny any theft."</p> <p>From Page 4:</p> <p>"The subpostmaster and staff deny any theft of monies from the office, and despite extensive enquiries we are unable at this point to establish where in the cash accounts the money has gone missing. The fact however remains that there is almost a £39,000.00 shortage at this office."</p>
108005493	Memo from Juliet McFarlane to the Investigation Team Post Office Limited cc Gary Thomas, dated 6 March 2007, regarding the case of [A043]	<p>"In my opinion the evidence is sufficient to afford a realistic prospect of conviction of the above named on the charges set out on the attached Schedule. In my opinion there is a high prospect of theft (sic) in relation to the false accounting matters. I have specifically charged attempted theft in relation to the Inland Revenue payments as I believe this is over and above the Defendant claims of false accounting to conceal losses. I rather suspect that she may choose to resist this matter. However, in my opinion there is a medium prospect of success in relation to this charge."</p>
108081378	Post Office Ltd Investigation Personnel report for the case of [A089] (completed by Colin Price on 1 February 2011)	<p>From Page 2 of 3:</p> <p>"[A089] was reminded of the audit shortage of £16,086.15 and asked what he thought could have happened to the missing money. [A089] said that he believed he had a shortage in a cash remittance received approximately two months before the auditors arrived at his branch. He added that he could not remember when the shortage occurred but thought the amount to be £16,000."</p>
310016547	Defence Statement of [A279] (signed and dated 05/02/12)	<p>Paragraph 5 from page 2 of 8:</p> <p>"The Post Office allege that £237,240.63 has been stolen from them. Obviously I deny that I have stolen anything but for the avoidance of any doubt, the Prosecution are put on notice</p>

		<p>that I do not accept that any such sum (or any sum) has been stolen by anyone. The Prosecution will be required to prove this loss (or any loss) at trial.”</p> <p>Paragraph 18 from page 6 of 8:</p> <p>“I do not accept that any appropriate at all has occurred during the relevant period and I assert that it might be that any perceived discrepancy is the result of accounting or system error rather than theft... Therefore the prosecutor is requested to make sure that an investigation of this data has taken place for this purpose and, if what I assert is found to be true or might be true, to disclose the result thereof.”</p>
310101266	Defence Statement of A576 (signed and dated 18/7/12)	<p>From Paragraph 5 on Page 1 of 3:</p> <p>“The defendant asserts that significant shortages/losses had been a common experience in the past. Losses started to occur from 2005. The defendant had to make good a great deal of those losses out of her own pocket, but as the losses increased the defendant could not afford to repay them from of her own resources.”</p> <p>From Paragraph 11 on Page 2 of 3:</p> <p>“The defendant also prays in aid of her defence the fact that the Post Office computer system known as Horizon installed sometime in 2005 had been subject of criticism in the press.”</p>
310101272	Defence Statement of A561 (undated but stamp states 14-09-12)	<p>From Paragraph 2 on Page 1 of 3:</p> <p>“The defendant accepts that losses were shown on the Horizon computer system from 2005. The defendant does not know how the losses were incurred. The defendant now believes that such losses may have shown as a result of failures in the Horizon computer system.”</p>
108000149	Record of Taped Interview of B039 on 1 November 2012 between 10.51 and 11.34. Interviewed by Glyn Burrows and Chris Knight.	<p>From Page 3 of 18:</p> <p>B039 “In my opinion whilst I’m not questioning the cash discrepancy, the stock one, the counting of the stock became in my opinion a complete farce, there were three of them there, it took them all day to count that stock. I was there until ‘til half 6 ish in the evening no break, no food, no nothing. In the end having counted and counted and counted they had to ask me how the stock was declared because they clearly didn’t know what they were counting. The problem was the Olympic and paralympic stamps, some being full sheets some being part sheets and I totally question that £154.20 discrepancy. At no point was I</p>

	<p>invited to count them with them, they were behind my counter and there is no way one earth in my opinion would we be that far out in our stock. With regard to the rest of the discrepancy, I've had discrepancies behind my counter for some considerable time. Indeed I had a meeting with my account manager following an earlier audit this year here in this very office where we talked about, well I was interviewed, it was recorded on tape, little tape machine. I was promised a copy of the tape and never got one and on that, in that interview we talked about the discrepancies that were happening behind my counter. I was left to go away and carry on sink or swim. I feel badly let down to be honest. The discrepancies have been going on for some time. I don't feel that I was given help, advice so I don't know."</p> <p>From Page 5 of 18:</p> <p>(GB) "So do you make, when you say a discrepancy what exactly does that mean B039 so I'm clear in my own mind what you mean by a discrepancy? Are you talking about on a daily basis or are you talking about when you do the branch trading statement document, what are you telling me about when you say you have discrepancies in your office?"</p> <p>B039 "Well it will appear on both and its fluctuated, sometimes it's gone up sometimes it's gone down, there's no logic to it and I've been tearing my hair out with it."</p> <p>(GB) "And what have you done about it then B039 tell me exactly what you've done?"</p> <p>B039 "I've kept battling with it"</p> <p>B039 said 5 people work at the branch out of the same stock unit. He said he did consider having single stock units and asked the auditors in May how it would work but they advised him against it. He said he also raised this matter in his interview with his account manager but was never advised to do it."</p> <p>From Page 6 of 18:</p> <p>"(GB) So you say you fluctuate on a daily basis, just explain, give me an example of what you're talking about?"</p>
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		<p>B039 Well after I declared my cash and I checked the cash variance then it differs and it differs by differing amounts and however much I try and work out why that's the case, I've not been able to do that."</p> <p>B039 said if he cannot identify the problem then he leaves it until the next day. He said on branch trading days he has always made good the shortage or removed it if he has been up."</p>
108000261	<p>Record of Taped Interview of B042 on 22 May 2013 from 14.11 to 15.22. Interview conducted by Sharron Jennings and Jim Coney.</p>	<p>From Page 1 of 48:</p> <p>(SJ) "Ok so I'll put it over to you now, tell me what happened, what's been going on?"</p> <p>B042 "Well we always used to have a delivery for the ATM on Monday, Wednesday and Friday. On the Royal Wedding bank holiday we had a delivery, instead of them delivering all the money on the Friday, they delivered half on the Friday and half on the Saturday and very often the money comes in late on a Friday and into AA stock and after we close in transferred it into ATM stock. Unfortunately we had problems with the screens, with the touch screens and somewhere along the line I entered the money instead, I've pressed the button and the screen cleared and I pressed it again and double the money went into the, you know, it showed that I'd had 154 in not 77. I was in a bit of a kerfuffle because I didn't know how to get out of it. The same happened on the Saturday and I was, whatever I touched it seemed to increase if you know what I mean and not fully conversant with how the system worked and what have you, I thought I'd better leave it. B191 one of my girls I employed, she worked for the Alliance & Leicester building society, she'd been with me for 12 years and she seemed to know more about the running of an ATM machine than I did and I thought well I'd best leave this because whatever I touched, the money increased, the deficit decreased and I thought I'd better leave this 'til B191 comes back on Wednesday because we were shutting on the Tuesday and try and reconcile it then. We had a long look at it, we did a few reversals and what have you and B191 was showing me what to do or between us and I honestly thought we'd reconciled it a bit different and I thought that was the end of it and then when we balance at the end, I was money out and I just couldn't fathom out. Having had 25-30 years' experience as an auditor, I thought you know it was such a high amount I thought this has got to be a paper transaction. You know I haven't had the money and it's got to be a paper transaction. I thought to be honest I thought that I would eventually, within days I would eventually find it. I spent hours and hours. I was there most hours 'till 7, 8 o'clock trying to reconcile what had gone wrong.</p>

		<p>trying to check everything and it just wasn't coming to light, just wasn't coming to light and I didn't have an answer to it, I just couldn't understand what had gone wrong, just couldn't understand what had gone wrong. In hindsight, I should have reported the matter straight away. Perhaps out of vanity, too proud, I thought I was capable of sorting it, obviously I wasn't."</p> <p>Page 16 of 48:</p> <p>(JC) "So what do you think has happened to the money?"</p> <p>B042 "I haven't got a clue. If I knew if I suspected what had happened to it. You know if I suspected I just haven't. I honestly thought it was a paper transaction error or a fault on the Horizon system."</p>
103000012	<p>Post Office Mediation Application Form for A014</p> <p>A014 signed and dated 11 October 2013</p>	<p>"I have and had no idea as to why the system showed a shortfall."</p>
GA_036_206001933	<p>Letter from Jane McLeod (POL General Counsel) to Second Sight dated 24th February 2015</p>	<p>"The suggestion that a guilty plea to false accounting rather than theft was accepted by Post Office because "....there was no evidence of theft" is based on a lack of understanding of criminal law and the criminal law processes:</p> <ul style="list-style-type: none"> ▪ Where an audit discloses a loss in circumstances where there is evidence of false accounting, the fact of the loss together with the false entries is sufficient evidence upon which to base a charge of theft. Simply put, the fact that money is missing and the defendant has adjusted the figures is sufficient evidence (in accordance with the Code for Crown Prosecutors) to found a theft charge. ▪ Post Office has always been prepared to accept a guilty plea to false accounting where theft is charged, not least because it has a duty to protect public (and its own) funds and, given that both charges are equal in the eyes of the law, the added expense of going to trial where a guilty plea to an offence of dishonesty is offered would often (but not always) jeopardise that duty. ▪ In any event the initial suggestion that a defendant pleads guilty will come from the defendant's lawyers, usually motivated by the defendant's instructions that they are guilty of that offence.

		<ul style="list-style-type: none"> Finally, it is the duty of the defence lawyers to identify to the court where there is insufficient evidence to sustain a charge. If the court agrees then the Judge must dismiss that charge. Thus a charge upon which there is no evidence will inevitably fail."
GA_004_438001005	Amended Schedule of Information served by A048 in the Group Litigation	<p>Page 3:</p> <p>"I did not find the helpline useful. I was generally advised to accept discrepancies in order to roll over the branch operation for the next week starting Thursday to Wednesday, put back shortfalls, and, if discrepancies occurred during the other working days, to wait until Wednesday to report it as it could resolve itself by then. When discussing shortfalls with the helpline, I did not get the impression that others were having these problems from the helpline. Indeed, I was consistently made to feel that I was the only one who was experiencing these issues and could not work the system.</p> <p>I would estimate that throughout my position in the branch, I paid (or Post Office deducted) in excess of £6,000. On numerous occasions, especially balancing day which fell on Wednesdays, I had to call the helpline to ask for their help as we could not roll over as a result of discrepancies showing and I was told to accept the figures as I would not be able to run the office the next day if I did not. On some of these occasions I would put money (taken from the retail side of the business) in to rectify these discrepancies. Initially these discrepancies were relatively small but as they became larger I could no longer afford to rectify them in this way."</p> <p>Page 4:</p> <p>"I have seen no evidence of any adequate investigation. I am not aware of the details of what took place prior to Post Office staff arriving at the branch on 5 September 2005 and terminating my appointment. When I arrived at the branch that day, Post Office staff had already entered the branch and packed up a lot of documents, etc. I did not see or know how much money they took away. All they did was present me with a piece of paper which stated that I had a shortfall of around £50,000 but where they got this figure from I had no idea. I was told that if I accepted the figure and was able to pay it back to them in full the case would not be taken any further. To the extent that an investigation did take place prior to this, I do not accept that it was adequate. I also note that when the branch was closed I specifically asked Post Office staff if others were having these problems and I was told that they were not and that it was "peculiar to [me]".</p>

		<p>Page 6:</p> <p>"I did not want to plead guilty but felt that I had no other choice. I said that I took £50,000 from the accounts in three instalments; one of £10,000 and two of £20,000, in order to pay back a loan I had taken from a relative. This was not true. I was told by Post Office, however, that if I accepted responsibility and was able to pay it back then the case would not be taken any further, something which did not prove to be true. I also did not think that I would be able to prove that any shortfalls had been caused by Horizon as I had been convinced that I was the only person in the UK experiencing these issues. I also thought that a guilty plea would result in a quicker process and more lenient sentence."</p>
108026375	Record of Tape Recorded Interview with A700 26 May 2005	<p>From page 5:</p> <p>"He was again asked about how many books were paid that had a barcode that was not readable. He told us that it was only a few times. He was asked to give an estimate for one cash account week; he said that he had no idea. He was told that earlier he had said that it had happened quite often, he was asked that if this was the case had he reported the system as not working.</p> <p>A: "No, we do. We ring the horizon system."</p> <p>Q: "And how often do you ring the Horizon system?"</p> <p>A: "Sometimes, you know, to have, barcode doesn't work or anything."</p> <p>"When pressed he still could not say how often he rang nor the last time he rang the Horizon system, he was told that logs could be checked. He was asked if it was true that the majority of books bought into his office for payment had barcodes that could be read and the only time that the reader was not used was on those few books that had no barcode. He was asked how many books that did have barcodes on them were manually input each week, he said that he did not know exactly but only when the scanner would not work. He said that this happened a few times. Again he was pressed for a figure, he told us 3 or 4."</p>
108029038	Record of Tape Recorded Interview with A159 15 March 2006	<p>From page 2:</p> <p>"When asked, A159 explains that he had received an error notice for £10,000 during the summer of 2005. Having processed the error notice, his next weekly balance revealed a deficiency in the accounts of some £15,169 approximately. Because of his inability to repay the shortage immediately, he arranged to carry the amount in the post office suspense account. Since then</p>

		<p>he had not made any effort to repay the money and over the months further shortages had been incurred and figures altered to hide the discrepancies.”</p> <p>From page 4: “There is a discussion about weekly cash on hand figures and losses throughout branch trading, which A159 agreed was not bad. Gary then referred to the audit result of 13th March 2006 which revealed a cash shortage of £5,419.81</p> <p>Q. Any answers as to why it would have been short? A. No, not really. I can't explain that at all [...]</p> <p>I would like to say that at no point have I ever taken any money out of the post office for my own personal...” (did not finish sentence)</p> <p>From page 5: Q. Why didn't you just show your losses each week? A. Because I always assumed that I'd have to settle them straight away, and we haven't been in the position of... Our private business has taken a bit of a downturn since the supermarket next door had been selling newspapers over the last 18 months. Q. If you have a shortage, you're supposed to settle it each week. So the situation is, you weren't able to do that. You knew if you showed it then, somebody would ring you up and say you need to make this good. A. Yes. Q. It was buying you a bit of time really? A. That's basically what it was.</p> <p>From page 7: During discussion, A159 states that he did not take the money and having received the later error notice, just accepted the error without discussing it or challenging the discrepancy. Mike suggested that a number of enquiries could have been pursued and that it seems odd that such a large discrepancy should be accepted so casually. A159 agrees, but maintains that he has not taken the money.</p>
GA_059_107062929	Area Intervention and Rural Support Manager Visit Log in relation to Newton	I have again spoken with spmr of this office, I'm rather concerned as the spmr keeps increasing his cash intake.

	Burgoland branch A013 dated 29 June 2006	For example on the 17 June the spmr said he had 6.5K in the office his coh fig was actually 19,455:00 in notes therefore we increase his rem for him. Also when the spmr is challenged about the amount he wants to hold he starts to get a bit agitated saying "I've been running this office for 30 years and I've never had any problems with running until this system was put in".
108029043	Memo dated 23 May 2006 drafted by Juliet McFarlane (lawyer) to Post Office investigation team re the investigation into A159	"Although the offender admits to inflating his account for a period of time, it appears that he subsequently declared this and was authorised to carry the amount in the accounts for some time. He did this until just before the audit when he was then required to make the amount good. Some time after August an additional amount of £5,000 accrued. This case could be brought within the Guidelines on Cautioning. I have taken into account the fact that the situation at the Office regarding losses appears to have been known about for some time and sanctioned. The inflation of the cheques took place over a period of days and that the loss has now been repaid."
108030822	Record of Taped Interview with A172 (1/2). 31 August 2006	<p>From page 5:</p> <p>Q. Could you explain to me when and how you started taking money from the Post Office? A. Yer, I didn't take any money personally or didn't take any money for myself [...] When they interviewed they conditionally offered me this postmastership, they told me I had to do the fascia's, I had to put new sign boards, I had to do the interior decoration I have to do exterior decoration, everything I will get a grant. So I (inaudible) my partners and we further invested £6,500 each which means, £6,500 of capital initially invested, only £2,400 was repaid, paid back, the first loss</p> <p>From page 6:</p> <p>the first loss happened to me there. From thereafter, staff loses, you know staff loses (inaudible) something paperwork misses, cheque you know</p> <p>Q. Error notices? A. Error notices as well, about sir you wouldn't believe it you can check in the Post Office about £20,000 worth of money I lost there</p> <p>Q. What through errors? A. Through errors</p> <p>Q. And staff mistakes?</p>

		<p>A. And the staff mistakes. £20,000</p> <p>From page 9: I had a heart attack so I had to give the keys to somebody else and I was in the hospital and when I came back there was some money missing. [...] Q. What the office wasn't balancing is that what A. Yer, office wasn't balancing Q. By how much? A. About £25,000 was missing</p> <p>From page 11: Q. So you're telling us that you've not physically not taken any money A. Any money Q. Out of that account to pay bills, to pay mortgages A. No, nothing</p>
108030823	Record of Taped Interview with A172 (2/2)	<p>From page 4: Q. Yer so where did you get the rent money from, did you take the rent money from the Post Office to pay? A. Yer Q. so you did take money from the A. Yer, I, I, yer, I'm not hiding</p> <p>From page 6: Q. Yer but from January to where we are today in August, you took out roughly £32,00 in cash A. It is not from January as I told you it is not from January. It is an accumulated since I bought this Post Office, the business has lost is running on loss [...] No, the general losses I've been, I remember that I told you I been putting money inside the Post Office, the general losses [...] what I'm saying is because of that it is been accumulated it is unseen. You can't see that. I was covering, covering, covering at a certain period I could not do, I could not help myself</p>

		<p>From page 8:</p> <p>Q. Sorry can you give me a specific date of when this started?</p> <p>A. Since it is my accumulation of the shortage</p> <p>Q. Yer</p> <p>A. Or what is the term, what is the word, invisible shortage</p> <p>Q. Right</p> <p>A. Which I was covering from myself out of the pocket</p> <p>Q. Yes</p> <p>A. Was happening since I took over the this Post Office</p> <p>Q. Right</p> <p>Q. I paid about 20,000 shortage error notice and staff shortage, you can check it. There will be no mistake on the figure, yer.</p>
108029727	Record of Tape Recorded Interview with A636 19 January 2007	<p>From page 4:</p> <p>Q.What, that as I said, that transaction wasn't entered on the Horizon computer system and there's no office copy of that transaction anywhere, so what's happened to the copy that the customer's presented to you</p> <p>A. I don't know what to say</p> <p>Q. Tell me the truth</p> <p>A. I am, don't know what to say</p> <p>Q. When you say you don't know what to say, what do you mean</p> <p>A. Well you're saying where is the copy, I'm saying I don't know where it is</p> <p>Q. Right, OK, why wasn't it entered on the Horizon system</p> <p>A. I've entered every moneygram I've done on the Horizon system</p> <p>From page 7:</p> <p>Q. [...] not twice but seven times not entered on Horizon, no corresponding surpluses, and no paperwork. It's not a mistake is it, this is something deliberate</p> <p>A. No</p> <p>From page 8:</p> <p>Q.You stole the money didn't you</p> <p>A.No</p>

		<p>Q. That's exactly what you've done, I don't believe you, you stole that money, you don't make errors like that</p> <p>A.I didn't steal the money</p> <p>Q.So what happened to it</p> <p>A.I don't know</p>
I08032254	Record of Taped Interview with A177 (1/2). 22 January 2007	<p>From page 2:</p> <p>Q. So you were having shortages each week?</p> <p>A. yes, quite bad ones, I didn't know how to, how to, I didn't want to leave it all showing ermm on the, the cash account , trading statement and that. So I'd show some of it and at first it was ok and the next week I'd put the rest in. Sorry the next month put the rest in and then I just know, it got a lot on further months</p> <p>Q. Ok when did it start?</p> <p>A. About nine, nine, then months ago</p> <p>Q. ok and what was the shortage?</p> <p>A. it started with a really bad short for the first time just before Christmas last year, which was just over a £1,000 then as well,</p> <p>A177 was asked when this current set of shortages began? A177 said just after that but she never really had any problems with shorts until the first one and they came "fast and furious after that".</p> <p>From page 5:</p> <p>"DM explained that on the audit report A177 was asked to count the cash and verify the cash, A177 didn't count it but knew that there was £7,000 short and A177 was asked how she knew it was £7,000 short?</p> <p>A177 because I was adding it on, to cover it over because I couldn't afford it</p> <p>DM explained that every week or every month on the trading period, A177 was having a substantial loss and A177 covered up the majority of it and shown a percentage of it as a loss and was asked what she did with the rest</p>

		<p>A177 yes, added it on to the cash"</p> <p>From page 7:</p> <p>"SB explained that she had said that she was putting money in each week and the losses where still 7,000 short A177 was asked how much was the original loss and if these were rolling losses or one big loss</p> <p>A177 Its rolling ones</p> <p>SB: how much on average was it each week?</p> <p>A177 you can see for yourself there, it wasn't an average each week it was up and down like a yo yo"</p>
108032255	Record of Taped Interview with A177 (2/2). 22 January 2007	<p>Page 6:</p> <p>Q. have you stolen that money</p> <p>A. no</p> <p>Q. Do you suspect anybody else of stealing that money</p> <p>A. I'm not sure</p> <p>Page 7:</p> <p>SB asked if she suspected anybody in the branch. A177 replied that she would rather not say. SB reminded A177 of the caution and the purpose of the interview. A177 was asked again whom she suspected. She replied yes and said B192</p> <p>Page 8:</p> <p>Q. you have no explanation for the shortages, you do suspect one member of staff</p> <p>A. yes</p>
108079228	Record of Tape Recorded Interview with A074 11 May 2010	<p>From pp3-4:</p> <p>Q. Ok so somebody's come along from the Post Office to do a, to migrate you as they call it yeah and when they did up your cash check and the balance they found that there was a shortage of £16,267.66p is that correct?</p> <p>A. That's right.</p> <p>Q. Ok in your own words then explain to us why there's a shortage of that amount of money?</p>

		<p>A. I can't sort of give (indistinct) shortage itself I mean I know for certain that my wife and I haven't touched any money from the till from the Post Office money as well I mean we haven't touched anything from there and I mean I did tell the chap when he came in there's a shortage of so much on there anyway when the chap from migration came in</p> <p>Q. Right why's there a shortage on there then?</p> <p>A: I don't know I can't explain that really I mean I've sort of gone back and I've sort of thought really hard and so has my wife to see if they've made any calculation on the error somewhere but we can't sort of come up with a logical answer.</p> <p>pp.6-7:</p> <p>Q. If I'm absolutely honest with you ok, you know cases like this seem to be people that have needed a little bit of Post Office money to keep the business going or a bit of a cash flow problem and they've taken a bit at a time and it's built up, it happens it happens all the time ok we see it every week and that's more of a line of what this looks like has been happening at your office, is that what's been happening?</p> <p>A. No no 'cos I have got a pretty sound business</p> <p>Q. So you've got a £16,000 loss that's appeared you say you haven't taken it, you say your wife hasn't taken it, nobody else has got access to that cash?</p> <p>A. No.</p>
BRS0000331310	Letter to Elaine Ridge (Area Contracts Manager) from B103 dated 6 September 2010	<p>In a letter arguing for her re-instatement, B103 states:</p> <p>"I had contacted the Post Office regarding problems with the Horizon system as long ago as 2008. In July 2009, I had an interview with Carol Ballan regarding these discrepancies but no help was offered. If I had received assistance at this stage, I believe we may have nipped the problem in the bud. Later, three different auditors came at different dates, yet instead of helping me resolve the problem, they simply showed me how to do the balance, which was a separate issue and which I did not request."</p>
BRS0000391811	Fujitsu Post Office Account Weekly Report WE 08/01/12	<p>"There are 7 branches with no online services, no secondary Comms (last period 6)</p> <p>There are 9 open calls for branches with service impacting intermittent faults / no secondary Comms (last period 3)."</p>
BRS0000386609	Document attached to email on 02/02/2012 from Antonio Jamasb to Dave Hulbert and others, entitled "Dear B193"	<p>"Software problem on balances - This is the first time we have been aware of this issue and looks like a possible problem that needs to be resolved asap. We would request that an</p>

		incident is raised via the Horizon service desk outlining the issue and I will ensure that it is dealt with the upmost urgency".
108077915	Record of Taped Interview with A282 A282 23 November 2009.	<p>From page 4:</p> <p>Q. But you're an experienced counter clerk you've had 4 years experience.</p> <p>A. Yeah well yes it still didn't make sense though, that was the whole point it didn't make sense it didn't make sense it never made sense when I was short and when I was over, ever.</p> <p>Q. But a small discrepancy £100 maybe whatever you can think well maybe you'd made a mistake yeah but 40,000.</p> <p>A. Or 20,000 or 35,000.</p> <p>Q. That's not a mistake that has got to be somewhere.</p> <p>A. Exactly it's got to be somewhere.</p> <p>Page 14:</p> <p>Q. I've no idea you tell me, how do you lose £41,000?</p> <p>A. This is my, this is my thought as well why you know it's like I know you say oh it was 25,000 well obviously it was 'cos that's what I declared I don't remember.</p> <p>Q. Do you suspect any of the staff of taking the money?</p> <p>A. No, no no way.</p> <p>Page 21:</p> <p>Q. Ok A282 I'm just going to summarise what's happened here then. Basically initially you said around the end of July 2009 you when balancing had a discrepancy in the till, initially you said £40,000 but you've since said that that may have been less than 40,000 it's just a figure that you recall. Since that time on a weekly balance you've been inflating the cash on hand to cover the loss?</p> <p>A. Yes.</p> <p>Q. You haven't told anybody about this and nothing's come to light?</p> <p>A. No.</p> <p>Q. The loss is now up to just under 41,000 and you can't think of an explanation of where that missing cash may be. You said you haven't stolen any money belonging to the Post Office.</p> <p>A. No I haven't.</p> <p>Page 22:</p> <p>Q. Yeah and you have no idea where the money's gone you haven't</p>

		<p>stolen it and you don't suspect any of your members of staff at the office have stolen it either?</p> <p>A.No I do not.</p>
BRS0000391726	Post Office spreadsheet of Monthly Service Management Performance Measures – January 2012	<p>Sheet “GET report”: Cell A16 – “Horizon Online availability was excellent during January, with the exception of a short network of a short network outage on the 27th that affected a small number of branches in the northern counties and Scotland. The incident lasted around 15 minutes and was resolved prior to opening time, with minimal impact on customer service.”</p> <p>Sheet “Focus Metrics Monthly Graphs”: Cell B5 - “Following investigation by Fujitsu, Logica and Ingenico the root cause of a long outstanding problem with missing data within POLSAP, was identified as out of range dates which failed the Credence validation (in excess of 90 days). Ingenico has corrected the data and P&BA has advised that the mismatches have been cleared within the accounts. A permanent preventative measure is now being developed by Ingenico.”</p>
108068089	Record of Taped interview with A187 A187 7 June 2007.	<p>From page 3: “HD asked A187 to explain what problems she had been experiencing. A187 stated that she had experienced constant losses since the combi & fortress positions were installed in September 2005. A187 stated that she had first put the losses down to mistakes especially with B194 being new to it. A187 believed that they would eventually receive transaction corrections and knew that these were processed slowly. After several months she had become increasingly worried and had tried to put things in place to check that B195 was working correctly. A187 stated that she could not identify the problem and had called the Helpline on several occasions for advice. A187 stated that she had also asked for advice from fellow Postmasters who had suggested that it may be a member of staff stealing. A187 stated that she had no proof for this.”</p> <p>From page 5: “A187 stated that she had contacted the Helpline on several occasions stating that she was having losses and asking for help in identifying them. HD asked whether they had helped. A187 stated that she had asked for Rachel Oyston, Business Development Manager to visit. A187 confirmed that she had met Ms Oyston previously when the office was being refitted. A187 confirmed that Ms Oyston had suggested putting B195 on her own in the fortress position so that A187 could keep a closer watch on her. A187 stated that she had informed Ms Oyston that this wasn't a</p>

		<p>viable option due to the position being unsuitable. 32.40 A187 stated that she had started to check transactions & transaction corrections and had asked the Helpline for a trainer to visit the office. Brian Marshall had visited the office on two or three consecutive Wednesdays. He hadn't noticed anything untoward that had helped"</p> <p>From page 7: Q. So what do you think has been happening then? A. I honestly don't know. It all points to it walking out of the shop with B195 It all points to that</p>
108176961	Record of Taped interview with A187 A187 7 June 2007.	<p>From page 1: Q. Do you think it is something that has facilitated a bit of confusion, the set up as it is now. Before was it just a lock up little Post Office. A. Possibly yes, you know with the way that the balancing was done, it changed slightly as well. The way things were routed on the computer was slightly different. But yes, possibly there may have been a bit of confusion at first but since then I don't think so, no. Q. So there is no reason why it shouldn't work A. There's no reason why it shouldn't work no, that is why I sought help so many times because none of it makes any sense. I don't see why I could balance before but then go from that point to a combi position and suddenly it doesn't work</p> <p>From page 3: Q. Did you know that it was wrong to put in a false figure? A. Oh yes. I was well aware of it but I didn't know what else to do, I didn't know how else to solve it. I was hoping I would get a transaction correction back and it would adjust that figure and it would sort itself out or I would find out what it was I was doing wrong. But as time has gone on it has gone out of control and I have not been able to do anything.</p> <p>Q. Did you consider what you were doing to be dishonest? A. Yes, you know I was worried all of the time about an auditor coming in and the consequences of it. But without getting any help and without getting any advice of what I could do to solve the problem I didn't know what else to do. Because financially wise and business wise I am not in the position to put the money in</p>

		<p>Q. So basically you were inflating the cash figure because you simply couldn't put the money back in</p> <p>A. Yes</p>
BRS0000059156	<p>Spreadsheet entitled "Post Office Limited - Enterprise Risk Register" attached to email from Steve Allchorn to Dave Hulbert and others sent 02/11/2012 at 17:09.</p>	<p>From sheet entitled "Threats Register"</p> <p>Row 5 describes a "threat" that "Credence live and test systems are out of step". The entry in the "cause" column notes "Reference Data does not reflect the 100% live picture with regards to new developments."</p> <p>The entry in the "consequence" column notes "Testing Credence (and other) developments may not reflect the new developed state, will give a false picture and may need testing in live to get the actual sign off."</p> <p>This "threat" was given an "impact" rating of 2 and a "likelihood" rating of 2</p> <p>The "mitigation plan column" contains the entry that "Dave Hulbert initially to better understand the situation"</p> <p>Row 6 describes a "threat" that "IT Hardware within branches will soon start to fail because of the age of the kit. Particularly Horizon Base units and associated peripherals, Monitors and Paystation units."</p> <p>The entry in the "cause" column notes "The equipment is now very old and needs urgent replacement. The business has not had the money to invest in a hardware replacement programme over the past few years. We currently have no equipment refresh programme or clear Programme within the IT Strategy"</p> <p>The entry in the "consequence" column notes "Equipment failure within branches reducing counter availability and consequently decrease trading hours. This will lead to reduced sales, increased complaints and supplier costs (large) due to an increase in MTBF. Possible Service Credits to be paid to client"</p> <p>This "threat" was given an "impact" rating of 3 and a "likelihood" rating of 2.</p> <p>The "mitigation plan column" contains the entry that "Close management of MTBF Reports to pick up any early indication of any degradation in performance of equipment. Feedback to IT & Change of the need to replace equipment and include in IT Strategy Opportunity should we move from an NT based solution that would allow plug and play. Link to Network Transformation"</p> <p>Row 7 describes a "threat" of "Horizon system failure over a long period of time".</p>

		<p>The entry in the "cause" column notes "Central hardware or software not being available."</p> <p>The entry in the "consequence" column notes "a more inefficient and ineffective IT&Change working process. Lack of measurements to show improvements and efficiencies. Not being able to achieve quicker to market and right first time goals"</p> <p>This "threat" was given an "impact" rating of 4 and a "likelihood" rating of 1</p> <p>The "mitigation plan column" contains the entry that "Huge amount of mitigation features built into Horizon to provide resilience. Hardware failure nationally covered by resilience. Software failure often limited in impact e.g. AP transactions only. SRRCs reviewed every six months with Fujitsu to look at single point of failures. Action Owner is Lesley Sewell. This is ongoing"</p>
BRS0000387821	<p>Email sent on 02 March 2012 at 10:16am by Marilyn Stoddart [NFSP] to Dave Hulbert [POL IT] subject: RE: Horizon outage 1st March (earlier emails in the chain have already been disclosed: BRS0000387846)</p>	<p>Hi Dave</p> <p>Thanks for this initial response Dave, I agree that a Horizon conversation needs to feature in both meetings on Wednesday. We haven't received any agendas yet and it would be useful to have these today if possible. Presumably there are action point updates to be circulated as well? I will be a series of meetings in London from Sunday onwards through until Wednesday and will be able to pick up emails but not necessarily turn them into hard copy for the rest of the team - so I might need some documents faxed to hotels if they come in next week. [REDACTED] or I can give you a call as needs be. One further item we would like to see included in the Operations agenda is 'Duplicate reports and receipts on Horizon'. It is a P&BA issue that Andy Winn and I have already discussed in some detail so he knows what lies behind it.</p> <p>Regards</p> <p>Marilyn</p>
BRS0000387792	<p>Meeting Minutes: Monday 23rd Jan 2012 - PCI Project Board Meeting</p>	<p>Item 3 of the Minutes – PCI Audit</p> <p>"CGP is concerned that Fujitsu are not being open with regards to their audit Concerns"</p> <p>Item 4 of the Minutes – Post & Go and Paystation status</p> <p><u>Post & Go</u> - There is a risk in Post & Go in that data can be compromised between the time the card is entered and read and the payment software is enabled to</p>

		<p>secure the card data. There is known mitigation for the issue – Deploy a newer version of the Commidea Software – Ocious Sentinel, instead of the Ocious for PC currently deployed. Sentinel will secure the environment before the card is read, thus eliminating the risk identified. This issue could affect PCI compliance and may be highlighted by the QSA. CGP has e-mailed Adrian BHATT (dated 30/11/11) asking questions about risk assessments being conducted (no response received to date) in respect of the new software and its PCI compliance status. It appears Post & Go V2 has gone through the gating process without PCI issues being highlighted. DMK is in discussion with Adrian Bhatt.</p> <p>·This issue is deemed to be a minimal risk in terms of affecting PCI compliance</p>
BRS0000387763	Email from Dave Hulbert to Lesley J Sewell at 17:09 on 1 March 2012 with subject “Horizon - independent review”	<p>“As discussed, given that we’ve now had 3 major incidents on Horizon in quick succession, I acknowledge that there’s a declining confidence in the service.</p> <p>To address this I’ve proposed an independent review of the service to James. He’s in agreement with this, but wants to discuss it with Stephen before coming back with any details. It’s almost certain that Fujitsu will want to avoid an external review and I’d agree as this takes more time to set up and comes with a lot of baggage around non-disclosures etc.</p> <p>However, in order to ensure it has a greater level of independence than just another Fujitsu Exec from another account, we agreed that it should be done jointly with an SLP level person from Post Office. I feel it would be more beneficial still if this could be someone from outside of IT&C. Whether this is another member of Mike’s lead team, or a member of Kevin Gilliland’s team or another directorate, is your call.</p> <p>James and I will discuss details of this over the next two days, and we’ll need to agree scope as well as personnel.”</p>
BRS0000321777	Weekly Service Management Performance Measures – Week Ending 18 March 2012	<p>“ATM cash disputes – there is a workshop this week involving Service Management, Security, P&BA and Network to identify gaps in process when there are cash disputes from customers not receiving their money, branches disputing balance figures and outstanding reconciliations between Post Office and Bank of Ireland.”</p>
BRS0000320036	Spreadsheet entitled "Post Office Limited - Enterprise Risk Register" attached to email sent on 13 April 2012 from Jaki	<p>From sheet entitled “Threats Register”</p> <p>Row 9 describes a “threat” that “Credence live and test systems are out of step”.</p>

	<p>Purser to Neil Lecky-Thompson, Andy Jones, Andy Holt, Steve Rogers, Sieve Allehorn, Simon Baker, Dave Hulbert and Iain Patterson.</p>	<p>The entry in the "cause" column notes "Reference Data does not reflect the 100% live picture with regards to new developments."</p> <p>The entry in the "consequence" column notes "Testing Credence (and other) developments may not reflect the new developed state, will give a false picture and may need testing in live to get the actual sign off."</p> <p>This "threat" was given an "impact" rating of 3 and a "likelihood" rating of 4</p> <p>The "mitigation plan column" contains the entry that "Dave Hulbert initially to better understand the situation"</p> <p>Row 12 describes a "threat" that "IT Hardware within branches will soon start to fail because of the age of the kit. Particularly Horizon Base units and associated peripherals, Monitors and Paystation units."</p> <p>The entry in the "cause" column notes " The equipment is now very old and needs urgent replacement. The business has not had the money to invest in a hardware replacement programme over the past few years. We currently have no equipment refresh programme or clear Programme within the IT Strategy"</p> <p>The entry in the "consequence" column notes " Equipment failure within branches reducing counter availability and consequently decrease trading hours. This will lead to reduced sales, increased complaints and supplier costs (large) due to an increase in MTBF. Possible Service Credits to be paid to client."</p> <p>This "threat" was given an "impact" rating of 3 and a "likelihood" rating of 3.</p> <p>The "mitigation plan column" contains the entry that "Close management of MTBF Reports to pick up any early indication of any degradation in performance of equipment. Feedback to IT & Change of the need to replace equipment and include in IT Strategy Opportunity should we move from an NT based solution that would allow plug and play. Link to Network Transformation"</p>
138000883	<p>Document entitled "Post Office Ltd – Progress Report"</p>	<p>"Name of Defendant: A064 [REDACTED]"</p> <p>Post Office: Winalton Post Office</p> <p>Charges: Two counts of Theft s.1(1) Theft Act</p> <p>There was a cash discrepancy of £33,142.96 in period 4 and another discrepancy of £5434.93 uncovered in the September audit. She denied theft and false accounting and cast doubt on the integrity of the Horizon system blaming it for the error. She could not explain the</p>

		shortages as she hadn't done anything incorrectly. She could not explain the £33,142.96 shortage in Period 4. She is the only person with keys to the shop and office."
I38001658	Email from Jarnail Singh to Hugh Flemington dated 13 July 2012 RE: A064 - Def sols raising Horizon investigation	"Hugh Remainder [sic] to speak with Susan and Alwen and get confirmation of what we spoke about ; limited term of reference of second [sic] and it does not touch Horizon as it is proven system [sic] and is being used up and down the country when challenged in criminal courts it has been successfully defended. Thanks Jarnail."
I38001543	Defence statement served in the case of R v B038 Undated Relativity metadata: 20 July 2012	Paragraph 4: "The defendant was also aware that the balances at the Post Office were not always correct. He believed there to be a problem with the operation of the Post Office Systems, including the Horizon system."
BRS0000396256	Addendum defence statement served in the case of B038 Undated	Paragraph 4: "For the avoidance of any doubt, therefore, the Defence reiterate that: 4. The Defendant believes there were problems with the way in a. which the Post Office systems, including the Horizon system, were operating; b. The Defendant therefore believes that the records produced by those systems are not necessarily reliable; c. The Defendant was not given sufficient training on the Post Office systems; d. The Defendant found the systems complicated and difficult to understand."
BRS0000326071	Excerpt from spreadsheet entitled "Monthly Service Management Performance Measures – August 2012" sent by email dated 13 September 2012 Martin Drake to Lesley Sewell and Gina Gould and copied to various others	"On Monday 20/08/2012 at 14:57 the Northern Ireland Electricity company experienced two major incidents at two power stations, one of which affected the mains power supply to the Fujitsu data centre. Branch services were fully restored by 15:40. The supplier is working to review all devices hosted at the data centre affected by the power disruption to determine the impact and any remedial action required."
I38001171	Letter from the defence solicitors to the court in the case of B038 26 September 2012	"The defence case statement (attached) clearly sets out that the operation of the Post Office systems, in particular the 'Horizon' system, is in issue, and requests various items of disclosure. As at the time of writing, no response to those requests has been received. We have in the meantime conducted our own investigations, and are aware that we are not the only people challenging the reliability of the Post office accounting systems. In particular, we are aware of: A Parliamentary review into the operation of the Post Office systems;

		<p>Other cases in which the Post office systems have been challenged by sub post masters accused of theft or false accounting;</p> <p>An independent review, commissioned by the Post Office itself, into a number of individual cases raised by MPs and the law firm Shoosmiths;</p> <p>In the light of those matters, the lack of any disclosure from the Post Office in response to our client's defence statement is particularly surprising. We have sent a request for disclosure under section 8 CPIA as a result.</p>
138000604	Witness statement of David Andersen (POL) dated 1 July 2011	<p>"Whilst my team were checking stocks I would print off various Horizon reports, one of these being the outstanding transaction corrections report as at the 11th February 2010 which I now produce as exhibit DCA/01. This report showed that Enfield Post Office® had 27 outstanding transaction corrections which are listed within this report. As a result of this report I had to process and accept these corrections onto the Horizon "BM" stock unit (which is an abbreviation for Branch Manager). Only by accepting these corrections could I derive an accurate audit figure. However, whilst processing these I did notice that one of the 27 corrections for an amount of £98,100.91 had been issued as a credit and I was not satisfied that this was correct. I then contacted Neil Stewart, Field Support Advisor who had been responsible for raising these corrections. He was able to confirm over the phone that this particular correction should have been issued as a debit against Enfield Post Office® and not a credit."</p>
BRS0000332122	Weekly Service Management Performance Measures- Week Ending 21 October 2012	<p>"Service Management have been constantly challenging Wincor on the performance of their hardware at individual branches. This week an engineer is to monitor the 2 kiosks at Durham Crown Office as the branch has suffered unexplained losses when attempting to reconcile Sales Reports against Transactional Acknowledgements and them giving change to customers in excess of what they have actually paid into the machine for goods or services i.e £1 in for a 60pence stamp resulting in several pounds of change dispensed to the customer, along with the stamp. Investigations are ongoing to identify any other branches experiencing similar issues.</p>
138002293	Defence statement of B019 December 2012	<p>"He does not know whether anyone else had committed the frauds or whether the Horizon software is at fault since it is notoriously [sic] within the industry for producing misleading balances and other discrepancies"</p> <p>"There have been so many complaints about the Horizon software that it is currently being investigated as a result of questions being asked in Parliament. The prosecution must provide all details of complaints about the software and the current enquiry."</p>

108181523	Report re the investigation into A240 A240 29 May 2007.	<p>"In summary, during interview A240 admitted that he had stolen approximately £3,000.00 of lottery takings since February 2007, by way of cutting off the Camelot receipts that need reconciling with the Horizon till early in the day, and then any sales transactions made on the Camelot till after that time, was stolen by A240</p> <p>The actual loss to Post Office Ltd in this case is £10,177.00. This is broken down as follows: On-line lottery sales £8,027.00 - (Evidence available + Admissions made) Lottery Prizes £710.00 - (No evidence available at present) Instantis £1,440.00 - (No evidence at present + denied during interview)"</p>
138001460	Report relating to the investigation into B016 21 November 2011	<p>From page 5: "During the interview B016 denied she had ever actually taken the money the night before the audit as she had previously advised but now produced a large document regarding an ongoing enquiry by Shoo-smith's Solicitors in respect of the Justice for Postmasters Alliance stating that she believed that the Post Office® Horizon equipment was the actual cause of this loss. She said she had only admitted to taking the money to the auditors at the time as she was upset and would have said anything at that time when shut in a room with 2 men that she did not know. B016 continued that she was there all day long and not allowed out and felt very intimidated and stated she would have said anything to get herself out of the situation. She continued that she did not actually take the money but knew there was actually going to be money missing. B016 said she had wrote out a cheque the night before which should have more than covered any shortages and even paid her some money back as there should have been a surplus in the accounts."</p>
BRS0000324196	<p>Spreadsheet entitled "'Weekly Service Management Performance Measures - Week Ending 01 January 2012"</p> <p>Sent as attachment to email dated 5 January 2012 from Martin Drake to Diane Martey and Lesley Sewell (Cc'd to Steve Allchoron, Steve Rogers, David Gray, Andy Jones, Chris Taylor, Simon Baker, Andy Holt, Doug Warwick, Kevin Brothwood, Debbie Jones, Alison Haskell, Dave Hulbert, Tom Fitzgerald, Tim Green, Andrea Harwood, Matt Sadler, Tom Pitkethly, Mark Weaver, Lawrence Addison, Eszter Meszaros, Jeff</p>	<p>Spreadsheet sets out performance and availability metrics across various POL IT systems such as ATMs, Credence and Horizon and details performance issues or problems.</p> <p>Sheet "Weekly Dashboard Data" Cell BS28: "The Horizon Availability figure was 97.75% last week above both the stretch and contractual SLA targets. Slightly down on the previous week due to an incident in the TalkTalk domain, which resulted in a short outage of 4 minutes for 50% branches whilst comms switched over to the resilient connection."</p> <p>Sheet "Weekly Dashboard Data" Cells BJ68 and BK68: "A problem with Horizon data load resulted in 1 hour batch overrun on Friday. A severity 1 incident has been raised with IBM to investigate the root cause."</p>

	Burke, Graham Hill, Neil Lecky-Thompson, Chris Cowan, Richard Walker, Jaki Purser and David Hall).	
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