

## Message

**From:** Andrew Carpenter [GRO]  
**on behalf of** Andrew Carpenter [GRO]  
**Sent:** 04/09/2015 11:03:42  
**To:** Kevin Gilliland [GRO]; Michael Larkin [GRO]  
**CC:** Angela Van-Den-Bogerd [GRO]; Lesley J Sewell [GRO]; Debbie Arthur [GRO]; Jackie Meylak [GRO]; Craig Tuthill [GRO]; Anne Allaker [GRO]; John Breeden [GRO]  
**BCC:** Andrew Carpenter [GRO]  
**Subject:** RE: Crichton Avenue - 2793490 - YO30 6HB UPDATE2

Dear all,

I have now spoken to Wendy Martin and to be brief, she has agreed to our proposals. I will liaise with the ATOS team and Debbie, and ensure that Wendy is kept informed of what is happening and when, she also has my contact details and knows she can call me at any time if need be.

I realise we have some work to do to see how we ended up in this situation but hopefully we can now move forward and get the branch up and running on Monday.

Thank you all for your assistance with this case.

Kind regards  
Andy



**Andy Carpenter**  
Agents Contract Advisor

Post Office Ltd  
Upper Floors, 6/16 New York Street,  
Leeds, LS2 7DZ  
**Mobile:** [GRO]

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**From:** Kevin Gilliland  
**Sent:** 04 September 2015 11:08  
**To:** Michael Larkin  
**Cc:** Angela Van-Den-Bogerd; Lesley J Sewell; Debbie Arthur; Jackie Meylak; Andrew Carpenter; Craig Tuthill  
**Subject:** Re: Crichton Avenue - 2793490 - YO30 6HB UPDATE2

Can we make sure legal are comfortable with any proposed wording...

We also need to get back to the MP.

Thx

K

Kevin Gilliland  
Network & Sales Director  
Postline [GRO]

# GRO

On 4 Sep 2015, at 07:42, Michael Larkin <GRO> wrote:

Thanks Angela,

You are taking a completely fair approach, we can justify the 'exgratia' payment based on the hassle she has had to go through over the last few months.

Thanks again,

Michael.

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**From:** Angela Van-Den-Bogerd  
**Sent:** 04 September 2015 07:38  
**To:** Michael Larkin; Kevin Gilliland  
**Cc:** Lesley J Sewell; Debbie Arthur; Jackie Meylak; Andrew Carpenter; Craig Tuthill  
**Subject:** RE: Crichton Avenue - 2793490 - YO30 6HB UPDATE2

Michael,

That the postmaster has been experiencing unresolved issues with Horizon connectivity since February is unacceptable (Ian Thomas' background note is attached). We as a business should have resolved these issues way before now and a drains up will be done once we have resolved the immediate situation of getting the branch re-opened.

And whilst I appreciate the postmaster's frustration the conditions she is trying to set are not reasonable. She is already in breach of her contract as she is refusing to open the branch and given she is on variable pay then there is an obvious consequence to this refusal to trade and that is a loss of remuneration. What we need to do is stabilise the Horizon connectivity so that she is able to operate Horizon without connectivity issues – to do this we need to reduce the usage of the telephone line ie switch off the lottery and paystation machines. This will then ensure sufficient capacity to operate the Horizon system and the majority of PO services. It would be appropriate to cover the remuneration for these products whilst they are switched off ie until the second line is installed.

Andy Carpenter is to have a conversation with the postmaster today to discuss how we can move to re-opening as quickly as possible and if she agrees to switching off the lottery and paystation equipment then this can happen on Monday next week. Her losses to date are c. £700 so not a large amount and I have already instigated an investigation into when these losses have occurred and why. Horizon does not cause losses; we know this but the recent Panorama coverage may have put doubt in her mind. It is feasible that when the Horizon system has lost connectivity if the recovery screen instructions have not been followed correctly then a discrepancy could have occurred as a result.

In order to move forward in amicable way with the postmaster I would be comfortable with agreeing to cover without prejudice the c.£700 losses she has incurred to date however I am not comfortable in underpinning future losses or agreeing to pay her the remuneration she has lost due to her refusal to trade if she continues to maintain her position of refusing to open. If she agrees to move forward as per our proposal then given we have not resolved her connectivity issues sooner then I would suggest that agreeing an exceptional payment for loss of remuneration up to this point would be appropriate and the fair approach to take given the circumstances.

**Andy** – would you please provide an update once you have spoken with the postmistress.

Thanks,  
Angela

<image001.png>

**Angela Van Den Bogerd**

Head of Support Services

1<sup>st</sup> Floor, Ty Brwydran,  
Atlantic Close, Llansamlet  
Swansea SA7 9FJ

M:  
L: **GRO**

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**From:** Michael Larkin  
**Sent:** 04 September 2015 06:51  
**To:** Angela Van-Den-Bogerd; Kevin Gilliland  
**Cc:** Lesley J Sewell; Debbie Arthur; Jackie Meylak  
**Subject:** FW: Crichton Avenue - 2793490 - YO30 6HB UPDATE2

Hi Kevin,

The issues Crichton Branch have experienced are outlined by Debbie Arthur below and I have highlighted in yellow what Wendy has been looking for and Debbie's response.

Angela, can you advise on our response to get the branch open? Thanks Angela,

Best regards,

Michael.

There has been suggestions that I re-open my Branch before all of this plan, as detailed by ATOS, is fully implemented. I am not prepared to do this unless I am relieved of my responsibility of the cash account during this period.

The purpose of this e-mail is to set out the other aspects of this case and that is the costs and risk I have incurred as a result of your equipment failure.

From the correspondence I have seen it would appear it could take some time for a new second BT line to be installed at the Branch. Therefore I require that arrangements are made to maintain my current remuneration levels during this downtime so that I can afford to pay my operating costs which include rent and staffing costs, as well as my own income until such a time as I am operational again.

Once the second line is up and running there will be a period during which live testing will have to take place to see if the improvements are the source of the problem. I am prepared to conduct this live testing and would welcome as many observers as is deemed necessary whilst I and my team work but I am not prepared to be responsible for the cash account as I would normally be until I have completed at least one Trading Period incident free. Therefore I will be looking for a waiver against being held liable for any discrepancies during this period.

I will also require reimbursement of all the losses I have made good since these problems started. Clearly the losses were not a result of my actions.



I trust you will find my requests reasonable under the circumstances

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**From:** Debbie Arthur

**Sent:** 03 September 2015 08:43

**To:** Drew McBride; Andrew Carpenter; Michael Larkin; Thomas, Ian [GRO]; Julian Davis

**Cc:** Mark D Lawrence; Mitesh Parbat; Hayley L Brown; Patricia Bursi; Stephen Hayes; PostOfficeServiceDesk; Network Support Admin Team; Rebecca Barker; Branch Support Team; ESG; John Cawthorn; Steve Beddoe; Kendra Dickinson; Andy Garner; Property Projects Central Admin Team

**Subject:** Crichton Avenue - 2793490 - YO30 6HB UPDATE2

Update 2 after my conversation with Wendy at 18:30 last night

I advised POL would not promise to cover any losses incurred as per her request which she didn't take too well.

However I also advised I would ensure an engineer was on site when she opened and Fujitsu were monitoring the system but I would need her to serve to complete these checks. Wendy was repetitive in her insistence, POL didn't have faith in their system and that was why we were not prepared to cover any losses. I advised this was not the case. So I suggested having an auditor on site at the same time as the engineer, this seemed to appease her and she agreed to open if I could get an engineer and an auditor to site.

I will be progressing today. I promised her I would contact her with the agreed date later today.

<image002.png>

**Debbie Arthur**

Service Design

Mobile number [GRO]

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**From:** Debbie Arthur

**Sent:** 02 September 2015 18:41

**To:** Drew McBride; Andrew Carpenter; Michael Larkin; Thomas, Ian [GRO]; Julian Davis

**Cc:** Mark D Lawrence; Mitesh Parbat; Hayley L Brown; Patricia Bursi; Stephen Hayes; PostOfficeServiceDesk; Network Support Admin Team; Rebecca Barker; Branch Support Team; ESG; John Cawthorn; Steve Beddoe; Kendra Dickinson; Andy Garner; Property Projects Central Admin Team

**Subject:** Crichton Avenue - 2793490 - YO30 6HB UPDATE

Please forward this update to whom I may have missed off the list. I have tried to cc in all the people that have been involved in the numerous emails I have received re this office.

### Background

The branch in Feb converted under Network Transformation from a SPSO to a MAIN branch. The agent at the site also changed at that time to a member of the Post Office Team.

I have looked at the project paperwork and requested POL Property team investigate all the BT template requests for the site. I can confirm POL had one line at the site which the project paperwork requested a move not a cease.

It is customary for POL to only install one voice line at our post office branches. Any additional POL lines will be dedicated lines with calls barring on them or ISDN lines, this site didn't have any. Before I spoke with Wendy I concluded that the additional line must have been the outgoing agent's which was cancelled by him.

The 5 units using the current ADSL line were listed as



- Horizon modem
- Branch phone
- Norland Alarm system
- Paystation
- Camelot Lottery terminal

This is not a usual configuration for a branch. We have Horizon, phone, alarm and paystation operating with no issue at other sites, however in the contract for the paystation it requires the agent to provide their own telephone and electric. The lottery terminal would usually have its own means of communicating.

POL property team have confirmed with **Camelot** their terminal is not using the POL ADSL line. It is using its own satellite system. I have requested they double check there is not a telephone back up linked to the POL ADSL line and I'm awaiting a response.

The POL **Paystation** was not changed during the refurb, the project paperwork states no action required

The Norland **alarm system** was changed to match the new configuration of the branch during the refurb. It swapped from Redcare signalling to Webway last Sept with no issue. This means the alarm uses an internal mobile sim to signal and only uses the POL ADSL line when it can't connect to the mobile network.

All the above means we have only got the Horizon Alarm and Paystation on the line. The line carrying this much POL equipment works fine in other branches. The only machine that may be affecting the amount of REN being used is the paystation but to truly test this we would need for the branch to open with the paystation plugged in and if the ADSL drops out then remove the paystation and see what happens then.

I have investigated what it would take to get a new line into the branch there are 2 options.

1. 15 working days (3 weeks) to get the line installed and then an additional 15 working days (3 weeks) to get the ADSL placed on it. We would then be able to put the Horizon on its own line. We would need to send someone to site to ensure the faceplate was changed on the new line box and move the Horizon connection to the new line.
2. Only placing a new line in for the paystation and alarm system would take half this time but we would need to get a Norland engineer to site to rewire the alarm system into the new line.

I have spoken with Wendy today.

We discussed the above.

- The 2 lines
  - As she has been on site for a number of years she remembers post office installing a second line due to issues with connectivity at the time. She couldn't tell me how far back this was but she has confirmed it was a separate line for the alarm system redcare. In light of this new information I will contact Norland about the alarm system again.
- ADSL connection
  - Wendy has been reporting a loss of ADSL connection since February. BT have been sent to site a number of time before she showed a balance loss in March. After then the BT attended site for the 3<sup>rd</sup> time, this was a broadband engineer who noticed a fault with the wiring at the exchange and fixed it. Wendy tells me the with each BT visit they stated the PSTN had too many devises attached. After the 3<sup>rd</sup> visit for the next 2 months the branch balance was £8 up and £12 down which she tells me is normal. BT have been to site again more recently after the alarm system was fixed because she was still losing connectivity. The engineer at that time could not find any faults and again stated the line had too many devises.
- Lottery on PSTN line

- Wendy confirmed she has since been told about the lottery having its own satellite connection
- Alarm system
  - Wendy said it had not been right since the change in Feb and last week they sent someone to site to fix it. The outcome was the aerial for the wireless was not wired in properly but this has been resolved now.
- Balancing
  - Wendy tells me that subsequent to her May balance she has shown
    - £144 loss in Jun
    - £195 loss in July
    - £171 loss in Aug (last Wednesday)

I asked would she be prepared to open the branch with the paystation not in use so we could establish if it was the paystation causing the issues. She stated she would only open if POL will guarantee to cover any future losses should they happen. Her concern is that so far she considers the losses to be an amount she can cover but if it were to be a large amount which she can't cover she would like to know POL will. I told her I was not in a position to agree this and would have to contact her again.

I have contacted Andy Carpenter with the conditions Wendy has applied to her opening, he is seeking guidance.

I will be talking to Wendy again once Andy responds. In the meantime I will investigate the Alarm situation and if we can get an engineer to site to support the branch opening to monitor this loss of ADSL.

<image003.png>

**Debbie Arthur**

Service Design

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20 Finsbury Street  
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