

**From:** Catriona Watt[Catriona.Watt@GRO]  
**Sent:** Fri 04/10/2024 1:44:35 PM (UTC)  
**To:** Ruth Buckley-Salmon[Ruth.Buckley-Salmon@GRO]  
**Subject:** FW: Unauthorised Stock Adjustments [IMAN-MATTERS.FID3857692]

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**From:** Calum Greenhow <Calum.Greenhow@GRO>  
**Date:** 21 June 2023 at 17:25:48 BST  
**To:** Tim Boothman <Tim.Boothman@GRO>, Howard Greenman <Howard.Greenman@GRO>, Sue Edgar <Sue.Edgar@GRO>, Christine Donnelly <Christine.Donnelly@GRO>, Sue Jude <sue.jude@GRO>, David Sanghera <David.Sanghera@GRO>, "david.agnew" <david.agnew@GRO>, "Sinclair, Craig" <Craig.Sinclair@GRO>, Bharat Visani <Bharat.Visani@GRO>, Mohammad Sajid <Mohammad.Sajid@GRO>, Jim McCafferty <jim.mccafferty@GRO>, Rajat Patel <Rajat.Patel@GRO>, Saj Hussain <Saj.Hussain@GRO>  
**Cc:** Keith Richards <keith.Richards@GRO>, Wendy Burke <Wendy.Burke@GRO>  
**Subject:** Unauthorised Stock Adjustments

Colleagues,

The NFSP became aware that an Auditor and an Area Manager had visited separate offices and whilst in the office had added stock on to the Horizon system without the agreement of the Postmaster. In one of the cases, the Postmaster was not present. This caused us great concern as it had so many hallmarks of the PO of old when without the knowledge and agreement of the Postmaster their branch accounts were changed remotely. As such we raised a formal concern with the PO.

PO have now conducted an investigation and today Keith and I met with Tracy Marshall, David Southall and Shaun Kerrison to listen to the outcomes of their investigation.

The background to this case is that in September of 2022, PO began an investigation to determine whether the stock sent from stock centres matched that which was being added onto Postmasters Horizon system and where it was not correct the mismatch. Whilst the principle may have merit, they acknowledge that the way they went about was not correct. To be clear the process has now stopped and in future any such corrections will be carried out via a transaction correction with a phone call in advance to make the Postmaster aware of the issue.

We have asked that clear guidance is given to Postmasters and that they can request an investigation by Tier 2 to be conducted if they are concerned about the accuracy of the T/C. This they have agreed to do. We have also asked if we can be involved in an investigation on behalf of colleagues and they will consider this. We have also asked that they look at ways in which a T/C can be disputed rather than having to be accepted as part of the branch accounts so that a TP can be done and then challenged via the dispute and resolution button. Again, they will consider this.

Post Office have indicated that they are looking at refresher training for colleagues in relation to T/C's so that they are dealt with correctly and on time. This is currently being worked on so more details to follow in due course.

Included in the discussion was a change of policy PO are looking to introduce in relation to Branch Assurance visits (Audits). Currently the Postmaster is notified in advance that a visit will take place and included in that email will be details about the NFSP and our Shoreham contact details. However, where they are struggling to arrange an announced visit or there may be issues that hinder an investigation or there are serious concerns about PO assets, they are looking to introduce unannounced visits once again.

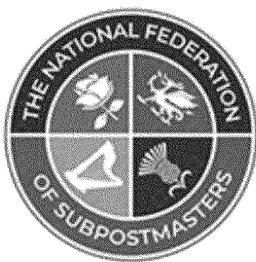
An area where Keith and I are concerned with these visits is the amount of information that is provided to the Postmaster at a very difficult time and do they take it all in or say something which may incriminate themselves. With this in mind, Keith devised a script for the auditor to provide to the Postmaster which explains their rights at that point, highlighted the support they could immediately receive from the NFSP and guidance on what to do during the visit. This would then be signed by the Postmaster and the Auditor with one copy being kept by the Postmaster and the other by PO as evidence. Unfortunately, PO are still reluctant to go with this but they are now sending out an initial email prior to an announced visit with the NFSP details. They will then send a survey after the visit which will also contain our details if they need any support.

Whilst this situation looks to have been resolved, it does suggest that within PO is still the capacity to get their optics totally wrong and slip back to their old ways. As such, I asked if new senior members of the PO management teams who don't have a history of the GLO and therefore may not view it in the same way as someone who has been in the business for a while need training so that decisions that commercially look reasonable but in light of the GLO optically are wrong, are not made. Tracy indicated that all management in the Retail side of PO have had training on the GLO so that leaves the question how they got it wrong once again here.

Anyway, thought you should all know.

Yours,

Calum



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