
From: Craig Tuthill [REDACTED] **GRO**
Sent: Wed 27/06/2012 12:42:08 PM (UTC)
To: Rod Ismay [REDACTED] **GRO**
Cc: Nick Beal [REDACTED] **GRO**
Subject: FW: Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Rod

I don't think Thorney is one for the audit request but hope you can help me understand this all a bit better.

I've got the team in Maidstone receiving any requests calls made to NSSC as a result of the announcement that we are to use external auditors to check Horizon system integrity. I think there remains confusion as this is of course different from a physical audit, but Pat in Maidstone will ensure this is understood by an agent.

Pat will additionally keep a record of any formal request to be involved in the system forensic audit if received, including if they arrive via the NFSP to Angela or I.

However can you confirm if there will be a requirement to enlist branches for the external auditors to possibly use? Are you the owner of this?

Sorry if I'm asking silly questions but other than sight of a couple of e-mails on Friday from Alana and Kevin I haven't been involved directly but seem to be named regardless

Regards

Craig

Craig Tuthill
Network Services National Support Manager
Network & Sales Directorate
Post Office Ltd



✉ c/o Stephanie Lawrie
1st Floor Bunhill Row Wing
148 Old Street
LONDON EC1V 9HQ

✉ Mobile: [REDACTED] **GRO** Nobex: [REDACTED] **GRO**
[REDACTED] **GRO**

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From: Nick Beal
Sent: 27 June 2012 13:20
To: Craig Tuthill; Alwen Lyons
Cc: Angela Van-Den-Bogerd
Subject: RE: Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Hi Craig

This is about alignment and making sure that any case he has had flagged to him is on our radar.

George has forwarded a number of "cases" on the back of the announcement relating to the forensic audit – I'll forward the rest.

At some point, I would expect that the auditor is likely to want to see these cases.

It would make sense that they come direct to you I think in these circumstances.

Regards

Nick

Head of Network Development

Post Office Ltd

Network

1st Floor, 148 Old Street, LONDON, EC1V 9HQ

Postline: **GRO** STD Phone: **GRO** Mobex **GRO** Mobile **GRO**

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From: Craig Tuthill
Sent: 27 June 2012 11:34
To: Alwen Lyons
Cc: Angela Van-Den-Bogerd; Nick Beal
Subject: RE: Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Alwen

Okay, Is there anything outstanding from this enquiry?

We have set up the register via NBSC to capture and requests for "audit" from individual branches but would the route for the Fed not be via Nick Beal and his team? Obviously if anything arrives at mine or Angela's desk we will deal with appropriately

Nick – what is your view?

Regards

Craig

Craig Tuthill
Network Services National Support Manager
Network & Sales Directorate
Post Office Ltd



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From: Alwen Lyons
Sent: 27 June 2012 10:52
To: Craig Tuthill
Cc: Angela Van-Den-Bogerd
Subject: FW: Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Craig

Kevin asked me to send this through to you. He has spoken to George but we need to set up a process to pick up any further cases that he is sent. I will give him yours and Angela's names to come through to

Thanks
alwen

Alwen Lyons

Company Secretary

Post Office Ltd

148 Old Street, LONDON, EC1V 9HQ

Tel: [REDACTED] GRO [REDACTED] GRO [REDACTED] Mobile: [REDACTED] GRO [REDACTED] Mobex: [REDACTED] GRO [REDACTED]

[REDACTED]
GRO

From: george.thomson [REDACTED] GRO [mailto:[REDACTED]] GRO [REDACTED]
Sent: 25 June 2012 09:16
To: Alwen Lyons
Cc: Paula Vennells; Kevin Gilliland
Subject: Re: Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Alwen

I am at a meeting until 12.30,problem with phone on Fri,very strange decision by POL ,outcome will be contested anyway because POL appointed investigators.

George

From: Alwen Lyons [REDACTED] GRO [REDACTED]
Date: Mon, 25 Jun 2012 07:45:10 +0000
To: 'George.Thomson' [REDACTED] GRO [REDACTED] GRO [REDACTED]
Cc: Paula Vennells [REDACTED] GRO [REDACTED]; Kevin Gilliland [REDACTED] GRO [REDACTED]
Subject: Re: Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

George I telephoned you twice on Friday to discuss this and left messages. I also talked to Linda in Shoreham to try to get hold of you. She suggested your mobile. Would you be available this morning for a call
Thanks Alwen

Sent from Blackberry

From: george.thomson <[GRO](#)> mailto:[GRO](#)
Sent: Monday, June 25, 2012 09:38 AM
To: Alwen Lyons
Cc: Paula Vennells; Kevin Gilliland
Subject: Re: Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Alwen

Who in POL had the idea to have a review into Horizon. Given my strong support for the integrity of the Horizon system over 5 years , I am disappointed that my views on this course of action were not sought, I am also surprised that after leaving messages with POL no one has picked up the phone to talk through this contentious decision.

George

From: Alwen Lyons <[GRO](#)>
Date: Fri, 22 Jun 2012 14:18:35 +0000
To: 'George.Thomson' <[GRO](#)> <[GRO](#)>
Subject: Fw: Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

George I am currently on a train so can't speak. I'll be off it in about an hour so will call then
Thanks Alwen

Sent from Blackberry

From: Paula Vennells
Sent: Friday, June 22, 2012 04:04 PM
To: Kevin Gilliland; Alana Renner; Alwen Lyons
Cc: George Thomson <George.Thomson <[GRO](#)>>
Subject: Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Please can Alwen contact George as I'm out this pm, and make sure that we have a process for capturing 'interest' that comes in via the Fed.

George thank you for this. We will be completely open and transparent. I'd like to get this cleared up for everyone.

ASAP thanks

Paula

Sent from my iPhone
Begin forwarded message:

From: George Thomson <[GRO](#)>
Date: 22 June 2012 14:25:39 GMT+01:00
To: Paula Vennells <[GRO](#)>
Subject: Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Paula

Sending an example of 6 or 7 people who have contacted us in the last 2 days. Not good.

VB

George

Begin forwarded message:

From: "Marilyn Stoddart" [REDACTED] GRO
Date: 22 June 2012 09:22:41 GMT+01:00
To: "George Thomson" [REDACTED] GRO
Subject: FW: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

George

I don't recall dealing with this previously does it ring any bells with you?
Marilyn

Marilyn Stoddart
Assistant General Secretary
Evelyn House
22 Windlesham Gardens
Shoreham-by-Sea
West Sussex
BN3 5AZ

Tel : [REDACTED] GRO
Fax : [REDACTED] GRO

From: Amanda Cox
Sent: 22 June 2012 08:14
To: Marilyn Stoddart
Subject: FW: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Amanda Cox
NFSP, Evelyn House
22 Windlesham Gardens
Shoreham-by-Sea, West Sussex
BN43 5AZ
T ([REDACTED] GRO) F ([REDACTED] GRO)
email: [REDACTED] GRO
web: www.nfsp.org.uk

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From: paul taylor [mailto: [REDACTED] GRO]
Sent: 21 June 2012 23:18
To: Amanda Cox
Subject: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Paul Taylor

GRO

Dear Sir/Madam

Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

<http://www.bbc.co.uk/news/uk-18535354>

I have previously written to you regarding a computer errors not balancing correctly at the end of each day and my 63 year old mother having to use her own money to balance the system. After constant checking, as my mother use to work in a bank and has been a sub post mistress for twelve years she is more than able to do this basic task, however, the system still did not balance even when on paper it should. Because of this she has had to use her own funds to balance the system or be accused of being incompetent or fraudulent.

After weeks of telephone conversations by my Mother with unhelpful staff from nameless Post Office personal I contacted your organisation in order for your support and advice.

Your advice was close to useless your support was non existent and my Mother was just insulted by a man stating the obvious over the telephone.

So please explain to me the link I attach below and why after several letters you did not bring this to my attention?

<http://www.bbc.co.uk/news/uk-18535354>

I would like you to contact Mrs G Taylor at Thorney Post Office, 5 Abbey Place, Thorney PE6 and apologise for your lack lustre performance and how you are going to support her further as I thought is the whole point being a paid member of National Federation of Sub Postmasters.

Yours sincerely

Paul Taylor

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