

From:

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GRO

Sent:

Wed 10/09/2014 9:16:39 AM (UTC)

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Bcc:

K Hollingsworth[REDACTED] GRO [REDACTED]

Subject:

Your Daily Digest - Wednesday 10 September



Wednesday 10 September 2014

Post Office news summary

- Following the leaking of the confidential Second Sight Report to the BBC, a number of national and regional broadcast and online channels have run pieces referencing the report's findings. These include: BBC Online, BBC Radio 4 and 5 and regional BBC radio news bulletins.

Radio 4 was the first to run the story, inaccurately suggesting that the Post Office had acknowledged there are faults with the Horizon System. This was strongly challenged by the PR team who contacted various BBC News Desks to stress that this is absolutely not the case. As a result, subsequent coverage including BBC Online, was more balanced in its reporting.

The PR team issued the following statement and continue to closely monitor all media and twitter comments; *"Although we will not comment on the contents of any confidential documents, after two years of investigation it remains the case that there is absolutely no evidence of any systemic issues with the computer system which is used by over 78,000 people across our 11,500 branches and which successfully processes over six million transactions every day."*

- The Post Office online saver 11 stars in the Daily Mail best buy table today.
- The PR team have generated a further six pieces of regional coverage for Post Office Travel Money.

Industry news summary

- Millions could lose home due to high housing costs and low income
- 99p Stores launches broadband service
- Tesco shelves smartphone plans
- CollectPlus unveils 'Store of the Quarter' awards programme

Post Office Media

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POST OFFICE - NATIONALS
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BEST BUYS: Variable rate savings accounts - easy access
Daily Mail, 10/09/2014, p.46, Unattributed
The Post Office Online Saver 11 appears in a best buy table for variable rate savings accounts
[Article](#)

BEST BUYS: Variable rate savings accounts - easy access

Daily Mail (Scotland), 10/09/2014, p.46, Unattributed*

The Post Office Online Saver 11 appears in a best buy table for variable rate savings accounts

[Article](#)

Passport Office targeting 100 postcodes for fraud investigations

Guardian.co.uk (Web), 09/09/2014, Unattributed

Officials are using the postal addresses of passport applicants to decide which areas to prioritise for fraud investigations and "additional checking", the Guardian has learned. A hundred postcode districts have been identified by civil servants as places from which applications for travel documents for children should face extra scrutiny, leaked papers show. A standard child passport costs £46, or £54.75 with the Post Office's Check and Send service. Fast-tracking the application is £87.

[Article](#) | [Link](#)

Borders Post Office robbed: Man in court

ITV.com (Web), 09/09/2014, Unattributed

man has appeared in court in connection with a Post Office robbery in the Borders. The 30-year-old from Hawick was remanded in custody at Selkirk Sheriff Court today (9th September). It follows an incident where officers were called to Gala Park Post Office on Balmoral Place in Galashiels at around 2.25pm on Tuesday 2nd September. Money was stolen and a member of staff received minor injuries.

[Article](#) | [Link](#)

Man charged over post office robbery

BBC (Web), 09/09/2014, Unattributed

A Hawick man has made a private court appearance accused of assault and robbery at a post office in Galashiels. David Connolly, 30, was charged with spraying an aerosol can into the faces of two men and threatening to set them alight before stealing almost £3,000. The incident is alleged to have happened at the Gala Park Post Office in Balmoral Place on 2 September.

[Article](#) | [Link](#)

Post Office IT system criticised

BBC (Web), 10/09/2014, Unattributed

confidential report has criticised the Post Office over its handling of computer problems which led to some sub-postmasters being accused of theft. More than 150 sub-postmasters claim they were wrongly prosecuted, or made to repay money, because of the system. The report - which the Post Office commissioned and has been seen by BBC News - said the technology was not fit for purpose in some branches. But the Post Office said there was "no evidence" of systemic computer issues.

[Article](#) | [Link](#)

NETWORK TRANSFORMATION

[All Articles](#)

Post Office suggests branch relocates to village butcher's

Oxford Mail, 09/09/2014, p.11, Callum Keown

CUMNOR residents could end up buying stamps with their sausages if the post office moves into a butcher's. Under the Post Office's Network Transformation programme, some branches are combining with shops such as convenience stores. The Cumnor post office was identified as a branch that could be placed into a shop in this way.

[Article](#)

Have your say on Whitehills Post Office move plans

Banffshire Journal, 09/09/2014, p.3, Kyle Ritchie

A PUBLIC consultation has started on a proposed move for Whitehills Post Office. The plan is to move the facility from its current location at 23 Seafield Street to the village newsagents and Premier store at 6 Loch Street. It would fall under the Post Office local scheme, a new concept for delivering services and products from an open-plan till at the retail counter that is open throughout shop opening hours, instead of from a screened counter.

[Article](#)

Oswald ...the man who KING speaks his mind

Oswestry Advertiser, 09/09/2014, p.4, Unattributed

FAR BE it from me to take any credit for what follows, but someone at Oswestry Post Office must have read this column a few weeks ago. I pointed out what a nuisance it was that the seats had been removed during the revamp to the Post Office, and that the counter announcements were made in Welsh before their English equivalent. I am pleased to report that one chair has now been provided for public use, while the announcements are now all in English!

[Article](#)

Calls made for a mobile post office in village

East Anglian Daily Times (Essex), 10/09/2014, p.17, Andrew Hirst

Community leaders in east Suffolk have been called upon to "fight" for their village post office following its closure earlier this year. A member of the public made the calls at Yoxford Parish Council's latest meeting on Thursday, when he quizzed councillors on their strategy to save the "key" facility. Responding to Mr Lock, councillor Ted Draper explained that as a private business there was little the parish council could do to save the post office. "I don't think anyone in their right mind would want to take it on. It's so hard for anyone to run a rural post office. There's no money in it and I don't think anyone wants to do it. There's not much the parish council can do about it."

[Article](#)

Jobs served up at new Subway

Carmarthen Journal, 10/09/2014, p.1, Unattributed

SUBWAY is coming to St Clears once a £300,000 makeover of the town's Spar is finished. Some 16 new jobs are being created at the popular sandwich bar chain, as well as at the town's post office, which is also moving into the store in Castle House, Blue Boar Square. Manager Carl John said the move had seen the old store overhauled to make room for the new ventures.

[Article](#)

Makeover for city post office

The News (Portsmouth), 09/09/2014, p.10, Unattributed

A MAJOR refurbishment has taken place at the main Portsmouth Post Office. The branch in Slindon Street has been modernised as part of a multi-million pound investment programme.

[Article](#)

Post office change

Hartlepool Mail, 09/09/2014, p.13, Unattributed

CHANGES are on the way at a village post office. The Post Office will open a new service in Greatham's Woodbine Terrace branch. It launches at 1pm on Friday, September 19. Bosses say it will mean a combination counter in the store, where the Post Office terminal will sit alongside the till.

[Article](#)

Post office to close for ten days while the new-look counter is installed for longer hours

Cornish Guardian (Bodmin & District), 10/09/2014, p.3, Unattributed

THE POST Office has announced details of its new-look service in Wadebridge, which will require the town's only existing post office to close for ten days next month. The post office, in Martin's newsagents on The Platt, is to close at 5.30pm on Thursday, October 2, and will reopen at 1pm on Monday, October 13. The Post Office said customers will then enjoy a significantly improved service, with longer opening hours and easier-to-use facilities. There will also be a combi-counter, where the post office terminal sits beside the retail till, which will be open even when the main post office counters are closed.

[Article](#)

Sandwich giant set to serve up extra jobs

Carmarthen Journal, 10/09/2014, p.8, Lee Macgregor

SUBWAY is coming to St Clears once a £300,000 makeover of the town's Spar is finished. Some 16 new jobs are being created at the popular sandwich bar chain, as well as at the town's post office, which is also moving into the store in Castle House, Blue Boar Square. Manager Carl John said the move had seen the old store overhauled to make room for the new ventures. Mr John added: "We are offering a lot more on top of what we always have - a healthy fast food chain compared to burger places and a post office from 7am until 11pm. "As long as we are open the post office is open, which means we are more accessible than the post office used to be."

[Article](#)

Post Office suggests branch relocates to village butcher's

This is Oxfordshire (Web), 09/09/2014, Unattributed

CUMNOR residents could end up buying stamps with their sausages if the post office moves into a butcher's. Under the Post Office's Network Transformation programme, some branches are combining with shops such as convenience

stores. The Cumnor post office was identified as a branch that could be placed into a shop in this way. It unsuccessfully applied for community branch status, which would have kept the village's service open in its existing form.

[Article](#) | [Link](#)

Public consultation open on Whitehills Post Office move plans

Banffshire Journal (Web), 09/09/2014, Unattributed

A PUBLIC consultation has started on a proposed move for Whitehills Post Office. The plan is to move the facility from its current location at 23 Seafield Street to the village newsagents and Premier store at 6 Loch Street. It would fall under the Post Office local scheme, a new concept for delivering services and products from an open-plan till at the retail counter that is open throughout shop opening hours, instead of from a screened counter. Should the move go ahead, the branch would open from 6am to 8pm Monday to Saturday and 8am to 8pm on Sunday. This would be 55 more hours of service than are currently offered.

[Article](#) | [Link](#)

Makeover for city post office

Portsmouth Today (Web), 09/09/2014, Unattributed

A MAJOR refurbishment has taken place at the main Portsmouth Post Office. The branch in Slindon Street has been modernised as part of a multi-million pound investment programme. There are new open-plan counters, as well as a counter to accept mail.

[Article](#) | [Link](#)

Innovation and services driving c-store growth, says new report

Forecourt Trader (Web), 09/09/2014, Unattributed

The vital contribution that local shops make to the UK economy and the investment in services that continues to drive growth in the sector, has been revealed in the latest Local Shops Report, published today by the Association of Convenience Stores. It shows that innovative services like click and collect, food-to-go counters and digital advertising screens are being featured in thousands of stores across the UK, with many retailers also catering to traditional values by offering home newspaper delivery, post office services and local grocery delivery.

[Article](#) | [Link](#)

Investing in the future

Convenience Store (Web), 09/09/2014, Unattributed

What has been the most recent investment in your business? Donna: Last August we had to rejig the shop in order to fit in the new post office, which involved installing a new counter and epos system. These changes came only a short time after a major refit of the entire store so it all happened very quickly. How long did the project take from the initial idea to completion? Donna: Including the time it took for the Post Office to decide if our store was suitable, about six months. A lot of that was waiting for a final decision. Once that was made, it didn't take long at all to get the work done.

[Article](#) | [Link](#)

Meltham's Carlile Institute starts new era as Post Office opens in community-owned building

The Huddersfield Daily Examiner (Web), 09/09/2014, Joanne Douglas

A main branch of the Post Office opened today in the community-owned Carlile Institute, signalling a fresh start for the iconic building. Last week the asset transfer from Kirklees Council was formally signed - less than a year after the Meltham community kick-started proceedings to take on the grand Huddersfield Road building. It's the first major asset transfer from Kirklees Council to the community and is a sign of things to come as the council looks to devolve power and services and sell off surplus assets like the Carlile. And with the Post Office as anchor tenant, it means the Carlile is open and back at the heart of the community.

[Article](#) | [Link](#)

POST OFFICE - REGIONALS

[All Articles](#)

DON'T BE BAFFLED, THERE'S LOTS OF PLACES YOU CAN GO FOR SUPPORT:

Daily Record, 10/09/2014, p.41, Unattributed

All Post Offices have a database of where to go for digital skills courses and support, you just need to ask at the counter.

Article

Bank will close in December, says Barclays

Cornish Guardian (Bodmin & District), 10/09/2014, p.2, Alexandria Pesci

BARCLAYS Bank has confirmed that it will shut down its St Columb Major branch before the end of the year. The spokeswoman said branch customers would now have the option of online, telephone and mobile banking, or could carry out everyday transactions at the nearby Post Office, located at 42 Fore Street. "We hope the range of alternatives, including digital banking, nearby branches and Post Office access, will help to ease the transition for our customers as we move out of St Columb," she said.

Article

Hole in the Wall

Leighton Buzzard Observer, 09/09/2014, p.3, Unattributed

The digger was driven into the front of the Londis and Post Office in Wing High Street at about 2.50am on Thursday.

Article

Rural banks to close as transactions go digital

Downs Mail (South Maidstone), 01/09/2014, p.6, Unattributed

TWO more rural banks are to close south of Maidstone as the march towards more online transactions gathers pace. The Royal Bank of Scotland (RBS) is to close its NatWest branches in Marden and Coxheath at the end of November. A spokesman said: "When we close a branch, we take a number of factors into account, including usage and alternative ways to bank with us in the local area. We've taken a number of measures to ensure that our customers will still have access to banking in the area." Post offices in both villages will provide banking services for NatWest customers for a period following the closures.

Article

Strong sterling is key for travellers

Shropshire Star (Shrewsbury), 06/09/2014, p.5, Unattributed

UK tourists are flocking to destinations where the pound is strong against the local currency, according to a survey. Based on currency sales, Brazil, Vietnam and Hungary are the most popular spots for holidays, the Post Office Travel Money survey revealed. Boosted by the World Cup, the Brazilian real saw a 215 per cent increase in sales in June-August 2014 compared with the same period last year.

Article

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Shropshire Star (Last), 06/09/2014, p.5, Unattributed

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Article

Suspect released

Oswestry Advertiser, 09/09/2014, p.2, Unattributed

A MAN arrested on suspicion of burgling Trefonen Post Office has been released without charge.

Article

Tourists choose cash hot spots

Express & Star (Sandwell), 06/09/2014, p.15, Unattributed

UK tourists are flocking to destinations where the pound is strong against the local currency, according to a survey. Based on currency sales, Brazil, Vietnam and Hum are the most-popular spots for holidays, the survey from Post

Office Travel Money revealed. Boosted by the World Cup, the Brazilian Real saw a 215 per cent increase in sales in June-August 2014 compared with the same period last year.

[Article](#)

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Stafford Express & Star, 06/09/2014, p.15, Unattributed

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[Article](#)

Tourists choose cash hot spots

Express & Star (Dudley & Stourbridge), 06/09/2014, p.15, Unattributed

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[Article](#)

POST OFFICE - TRADE

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NEWS REVIEW

Menswear Insight, 01/09/2014, p.10, Unattributed

Royal Mail is set to make the UK's largest click and collect service available to 20,000 SMEs. The moves will enable many of the UK's leading small and medium size online businesses to offer the customers the option of collection from any of 10,500 Post Office branches.

[Article](#)

SUB-POSTMASTER TERMINATION PAYMENT DEDUCTIONS DISALLOWED BY TRIBUNAL

Accountancy, 01/09/2014, p.28, Unattributed

In 2003, Post Office Ltd wrote to Devaraj specifying the compensation arrangements for those leaving the network, ie, by closing their branch. Sub-postmasters appointed before April 1999 and able to leave under the programme would receive a payment equal to 28 months' remuneration. Devaraj's post office was compulsorily closed down by Post Office Ltd in 2008, and he received a compensation payment of some £74,000.

[Article](#)

POST OFFICE - ONLINE & WIRES

[All Articles](#)

Hawick man charged over Gala post office robbery

Southern Reporter (Web), 09/09/2014, Unattributed

A Hawick man has appeared in court accused of a post office robbery involving almost £3,000. David Connolly, 30, is charged with assaulting two named males by spraying the contents of an aerosol can into their faces and threatening to set them alight, before stealing £2,870. The incident is alleged to have happened at the Gala Park Post Office in Balmoral Place, Galashiels, on the afternoon of Tuesday, September 2.

[Article](#) | [Link](#)

How the new car tax disc changes will affect you

Practical Caravan (Web), 09/09/2014, Unattributed

The end of the tax disc was announced in the 2013 Autumn Statement. The 2014 Finance Bill has been used to amend the 1994 Vehicle Excise and Registration Act, to remove the requirement for tax discs to be displayed. What does it mean for us car drivers? It should save us the very slight inconvenience of having to apply for the paper tax disc and remembering to place it in the windscreen - hardly an onerous task. A more worthwhile benefit is the option to pay VED by direct debit, in addition to the existing options of paying over the phone, online, by post, at the Post Office or at a local DVLA office.

[Article](#) | [Link](#)

Man charged with Galashiels robbery

Border Telegraph (Web), 09/09/2014, Unattributed

A HAWICK man has made a private court appearance accused of assault and robbery at a post office in Galashiels. David Connolly, 30, of Bright Street, is charged with spraying the contents of an aerosol can into the faces of two named males and threatening to set them alight before stealing almost ?3,000.

[Article](#) | [Link](#)

Man in Court over Post Office Robbery

Radio Borders (Web), 09/09/2014, Unattributed

A Hawick man has made a private court appearance accused of assault and robbery at a post office in Galashiels. David Connolly, 30, is charged with spraying the contents of an aerosol can into the faces of two named males and threatening to set them alight before stealing almost ?3,000.

[Article](#) | [Link](#)

Post Office ramps up click and collect drive

Drapers (Web), 09/09/2014, Unattributed

The Post Office is ramping up its drive to provide improved click and collect services for its customers and retailers. Automated lockers and self-service counters are being tested as part of the Post Office's move to provide more user-friendly services and extend the hours customers can use its facilities. The lockers would be code operated allowing shoppers to pick up or return orders outside of normal post office opening times.

[Article](#) | [Link](#)

COMPETITORS

[All Articles](#)

Fixed rates rise on Isas and bonds

Daily Mail, 10/09/2014, p.46, Unattributed

BUILDING societies have been raising rates for new savers taking out fixed-rate bonds and cash Isas. Newcastle BS pays a top 1.88pc after tax (2.35 pc before) on its new two-year fixed-rate bond that runs to October 20, 2016. Other top deals on two-year fixed-rate cash Isas include Barclays at 2.02pc. You can also make up to three penaltyfree withdrawals during the term of up to 10pc of your balance each time. Both Aldermore Bank and AA Savings also pay 2 pc on fixed-rate cash Isas. The top one-year rate comes from Tesco Bank and Aldermore Bank - both at 1.65 pc.

[Article](#)

Banks warned over baffling savings deals

Daily Mail, 10/09/2014, p.46, Sylvia Morris

One main culprit is Lloyds Bank and its offshoots Halifax, BM Savings and AA Savings. The latter launched a new account last week that put it straight at the top of the bestbuy tables at 1.12 pc (1.4 pc). But that drops to 0.4 pc (0.5 pc) after a year. It has several closed issues of this account which pay this low rate. Lloyds Bank e-Savings account drops to 0.16 pc (0.2 pc) after a year. Some old BM accounts pay just 0.4pc (0.5pc), yet it pays 1.08 pc (1.35 pc) to new savers on its current Online Extra 13 account. Halifax pays loyal savers as little as 0.2 pc (0.25 pc).

[Article](#)

Stop the great Isa fees rip-off

Daily Mail, 10/09/2014, p.36, James Coney; Sylvia Morris

Barclays Stockbrokers, Bestinvest and Halifax Share Dealing all pay no interest. Chelsea Financial Services pays 0.1pc, Hargreaves Lansdown pays between 0.05 pc and 0.1 pc, and Fidelity has a 'cash park' option, which paid 0.07 pc last year ? but after investment charges of up to 0.4pc. By contrast, the best cash Isa rate from BM Savings, part of Halifax, pays 1.55 pc. The reason the stockbrokers and investment houses can't match this is because they are not registered as banks. Barclays Stockbrokers does not pay any interest on cash balances up to £250,000 in its investment Isa. However, Barclays Bank Instant Cash Isa 1 pays up to 1.49 pc.

[Article](#)

Card war

Daily Mail, 10/09/2014, p.49, Unattributed

BARCLAYCARD has launched a balance transfer credit card offering no interest on debts until July 2017. The 34-month 0 pc balance transfer card has a 2.99 pc fee ? so £59.80 on a typical £2,000 debt switch. It follows the launch of

33-month cards at 0 pc from Tesco and Sainsbury.

[Article](#)

INDUSTRY COVERAGE

[All Articles](#)

TUC2014 Congress Diary with Conrad Landin

Morning Star, 09/09/2014, p.2, Unattributed

Down at the Star lunchtime fringe, Prison Officers' Association general secretary Steve Gillan told of the appalling staff shortages he'd recently witnessed at Liverpool clink. The CWU's Andy Kearns was worried. "Steve won't be the only union leader talking about his time in jail in 10 or 15 years time," he warned.

[Article](#)

MEDIA BIAS Trade unions' exclusion from public life

Morning Star, 09/09/2014, p.13, Billy Hayes

The CWU believes the TUC can work with sympathetic academics to study this exclusion. Compiling the evidence is a preliminary step in developing a lobby for fairer representation. Unions are making an important contribution but this is not reflected in the media. Challenging the stereotypes and exclusions is an important part of renewing our unions for the next generation of workers.

[Article](#)

Bearing the brunt of new racism

Morning Star, 09/09/2014, p.16, Unattributed

Young black artists face multiple discrimination because of race and age but also under-representation in the creative industries because of institutional racism and cuts to arts funding. We are currently touring the exhibition, with both PCS and CWU hosting it this autumn.

[Article](#)

Labour's austerity response 'fuels Scottish Yes camp'

Morning Star Online (Web), 10/09/2014, Unattributed

LABOUR'S failure to take a tougher line on austerity is partly to blame for the increasing likelihood of a Scottish breakaway, party democracy campaigners warned yesterday. Communication Workers' Union (CWU) general secretary Billy Hayes said: "There are people in the trade unions who think we shouldn't get involved in the Labour Party, and I call them the Jim Reeves faction. "Jim had a song called Make the World Go Away. Unfortunately, the world's not going to go away."

[Article](#) | [Link](#)

Industry News

Millions could lose home due to high housing costs and low income

Independent , 09 Sep 2014,

The University of St Andrews has analysed Government data and calculated that one in eight UK households are living on low incomes and facing unaffordable housing costs. As a result, approximately 625,000 have already failed to pay one essential household bill, such as a fuel bill. Overall, more than 3mn households could potentially lose their home if they suffered a small reduction in income. Separate figures from the housing charity Shelter show that more than one in ten working households in England have had to sell possessions in order to cover their housing expenses.

[Link](#)

99p Stores launches broadband service

Retail Week, 09 Sep 2014,

Budget retailer 99p Stores is launching a broadband service in partnership with Home Telecom. The up to 24MB service is GBP 4.29 (EUR 5.25 USD 7) a month for six months and GBP 8.50 a month thereafter. The service is unlimited. The retailer said the move into broadband is part of its strategy to broaden and diversify its offering.

Tesco shelves smartphone plans

Marketing Week, 08 Sep 2014,

Plans to launch a Hudl smartphone have been shelved by Tesco. The retailer says the market is too competitive for a successful launch. Dave Lewis, the retailer's new boss, is looking to improve the performance of the grocery business and observers say a number of brand extensions could be shelved. The smartphone plans followed the success of its tablet and were announced in May. By the end of the year, Tesco had been expected to launch a second updated

tablet and the phone. Tesco plans to concentrate on the tablet and says the phone plans are on hold. The right decision has been made by Tesco, according to Conlumino analyst Neil Saunders. He says the retailer would have struggled to gain a position in the market, while the core business should be its main focus. The tablet offers more potential because the market is not as mature. The new tablet is set to launch in the coming weeks and improvements have been made in areas such as speed, screen size and design.

[Link](#)

CollectPlus unveils 'Store of the Quarter' awards programme

Post & Parcel, 09 Sep 2014,

CollectPlus, the UK's largest store-based parcel service, today unveiled its 'Store of the Quarter' awards programme, designed to recognise and reward the best stores in its network. With 12 regional winners chosen every three months, one is also named as the overall national CollectPlus 'Store of the Quarter,' which is announced today as Russell's Mini Mart in Cayton near Scarborough; an independent convenience store which has been part of the CollectPlus network since early 2012.

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