

Branch: Sandsacre [Sandsacre, Wheatley Drive, Bridlington, YO16 6TN]**Branch Code:** 219337**Postmaster:** Elizabeth Stockdale**Contacts:** Branch - 01262 602872**Contract Type:** Local [No Taxation] - No POL ATM

Scanned Agreement

SUBJECT – Suspension – large loss

DATE	BACKGROUND	
23.08.15	Adobe Acrobat Document	Letter from ES to David Southall re payment of debt and dissatisfaction with Post Office Ltd support.
10.05.16		<p>Concurrence report 376 had an entry for £18,891.00 which had been settled centrally on 27.04.16; on calling the branch to investigate why Andy Carpenter spoke to Elizabeth Stockdale who explained that she had many processes in place to identify if staff theft was the problem and she also had CCTV. She had instigated new cashing up systems 6 months ago and explained that her husband made checks of horizon printouts v actual amounts in each stock. She then went on to say the loss had built up over a long time, many months. She then stated that she had been hiding the loss and making the system balance for about 6 months.</p> <p>At this stage AC closed the conversation and said he would need to investigate further.</p> <p>Branch Equipment: 2 Horizon terminals; 1 Paystation; National Lottery; No ATM; Bureau FREurodollar</p>
DATE	WHAT / ATTACHMENT	WHO /DETAIL
16.05.16	RE Sandsacre_219337_rec	Authorised Sandsacre_219337_record of suspension decision making_13.05.16
13.05.16	Immediate action required.msg	Email from ES "I strongly reject any allegations against me and requested to be reinstated with immediate effect". No reply sent
13.05.16	RE Immediate action required.msg	Email sent to Rodric Williams
13.05.16	RE Sandsacre Post Office - MEDIA ENQU	AC email to various parties explaining the suspension

13.05.16	 Call Logs	219337 Sandsacre Call Logs 01 March 2014 - 13 May 2016
16.05.16	 FW Sandsacre_219337_re	JB email re the case to Craig Tuthill
16.05.16	 Elizabeth Stockdale.msg	Email from Paul Loraine, Solicitor, Bond Dickinson LLP outlining details of legal representation received.
16.05.16	 ECF - 219337Sandsacre.msg	ECF received from Debbie Hall, Network Field Support Advisor
16.05.16	 Extra Report - 219337Sandsacre.msg	Audit extra report received from Debbie Hall, Network Field Support Advisor
16.05.16	 RE Elizabeth Stockdale.msg	Rodric Williams request for information
16.05.16	 RE Camelot FW Sandsacre (LM) Branc	National Lottery: Request from David Shetcliffe, Client Advisor for information on the suspension and reply
16.05.16	 RE Elizabeth Stockdale.msg	Request from Paul Loraine, Solicitor, Bond Dickinson LLP and response from AC
16.05.16	 RE Elizabeth Stockdale.msg	Request for information from Rodric Williams and response.
16.05.16	 RE Elizabeth Stockdale.msg	Request for information from Andrew Parsons, Partner, Bond Dickinson LLP
16.05.16	 Sandsacre Audit.msg	Audit file [FAT] from Debbie Hall
16.05.16	 RE Sandsacre 219337.msg	Request for cash details from RW and response provide by Andrew Keighley, Inventory Manager North
17.05.16	 RE URGENT Sandsacre 219337.ms	AC request for guidance from legal re communicating with ES

17.05.16	 FW Bates & Others v POL BD-4A FID26859	POL response to Freeths LLP from Bond Dickinson.
17.05.16	 RE Sandsacre 219337.msg	Email requesting investigation from Shirley Hailstones Team [support.services.resolution.team] + reply
23.05.16	Call received from Richard Dunk [REDACTED] the landlord of the premises; he was asking for details about the case and timescales; no answers or details of any kind were provided just a polite response explaining I could not discuss anything with him about the branch and that he would need to speak to Mrs Stockdale direct.	
31.05.16	Telephone conversation with Andy Parsons of Bond Dickinson regarding the approach to be taken. 3 step approach; <ol style="list-style-type: none"> 1. Chase up the assessment by Shirley's Team 2. Invite Mrs Stockdale to a fact finding interview [invite letter to be reviewed first by legal] 3. Decision to be made proposed by AC and signed off by JB / AVB <p>Notes:</p> <ul style="list-style-type: none"> • CASE WILL BE SCRUTINISED! • Freeths will go all out to challenge the case • Freeths pleading for us to lift the suspension • Concerns with questions / interviews and note taking are around prosecution – as we shall not go down that route they are less of an issue. • AC explained concerns with our process e.g. AVB v RW approaches. • AC needs to address the nitty gritty of the case i.e. was there falsification of accounts – be direct with the questions • All information will be legally privileged • AP will respond to Freeths latest letter explaining our approach • Ask Shirley to put this assessment to the top of the list • AP to agree approach re interview and letter with RW • If falsification is admitted it is difficult to see a way of reinstating. 	
31.05.16	 RE Sandsacre 219337 consequences	Email to Andy Parsons [Bond Dickinson] with copy of proposed letter to Mrs S.
31.05.16	 RE Sandsacre 219337 consequences	Email from JB supporting view that we need to make contact
01.06.16	Met with Shirley Hailstones who will ensure the assessment is given priority.	
02.06.16	 Stockdale Sandsacre PO.msg	Email from Rodric Williams containing letter to be sent to Freeths
02.06.16	 RE Stockdale Sandsacre PO BD-4A	Email from Tom Porter [Bond Dickinson Associate] containing final letter to be sent to Freeths. <i>Copy of the email sent to JB as an update on the case</i>
03.06.16	Telephone conversation with Rodric Williams: He is to refer the case to John Scott for advice on the falsification issue	

File Uploaded to SharePoint 03.06.16		
03.06.16	 RE Camelot FW Sandsacre (LM) Branc	Email from Allison Wallace detailing a record of a request from ES to transfer the lottery into her name.
03.06.16	 RE Stockdale Sandsacre PO BD-4A	Email from JB expressing concern re lack of contact with the Operator.
06.06.16	 Suspension.msg	Request for update from LS
06.06.16 07.06.16	 RE Sandsacre 219337 consequences  RE Sandsacre 219337 consequences	AC to RW request for clearance to send consequences / update letter & Response
06.06.16	 RE Sandsacre 219337 consequences	JB chase up for response from RW
08.06.16	AC conversation with Landlord, Richard Dunk [REDACTED] GRO - no information or detail shared at all, courtesy return phone call only. To say sorry but unable to disclose any detail.	
08.06.16	Telephone conversation with RW; we have been communicating with ES albeit this is through her solicitor, she has not been ignored; general council has been sought re what action we should take who questioned why not pursuing a PACE interview; John Scott has been contacted and his view is that we would not go down that route leaving the way open for AC to interview ES. Andy Parsons [Bond Dickinson] re drafting the letter that is to be sent.	
09.06.16	 RE Sandsacre Letter.msg	AC chase up of RW for letter to send to ES and reply. Andy Parsons to supply letter to AC before close of play on 10.06.16

Notify the following on conclusion of the case

Sarah Richardson, Branch Standards Advisor
 Email:sarah.richardson [REDACTED] GRO [REDACTED] Tel:[REDACTED] GRO [REDACTED]