
From: Fay Healey [GRO]
Sent: Tue 22/10/2013 7:41:08 PM (UTC)
To: Kevin Gilliland [GRO]
Cc: Alwen Lyons [GRO]; Hugh Flemington [GRO];
Nina Arnott [GRO]; Mark R Davies [GRO];
Angela Van-Den-Bogerd [GRO]; Rodric
Williams [GRO]; Belinda Crowe [GRO]
Subject: FW: Martin Griffiths - Update
Attachment: image001.png
Attachment: image002.jpg

Kevin

Following on from the question of Is there any Death In Service Benefit or Pension payment that will be forthcoming to the Griffiths family and Glen's appropriate response. This has also asked us to test whether there are any other approaches we should consider.

In arriving at a proposal I have taken a number of views into account:

JFSA possible View - Alan could be torn as he would support that we had done something here although in his eyes probably too late as Martin is dead and we should not have acted how we did. This might then lead his thinking other cases and probably be jumping ahead to mediation and compensation

Comms view - a payment could be viewed as "guilt money", no payment could be viewed as "heartless & uncaring". Ideally it would be helpful to have some sort of precedent and contribute out of a benevolent fund.

Possible payment sources:

Pension - there is no pension fund (as per Glen's advice)

Insurance - none exists to cover this eventuality

Criminal Injury Compensation Scheme - this is where payment was made from in the Fairfield incident. It only relates to death or injury arising from a criminal act

Benevolent Fund - we do not have a PO benevolent fund

Precedent - we have not made any payments, outside of criminal injury, to any bereavements of SPMRs that I can discover.

Legal view

* A voluntary donation to Mr Griffiths' family does not materially increase any risk of Mr Griffiths being deemed (retrospectively) to be an employee.

* A donation does not create a legal liability and is not an admission of any guilt on the part of Post Office. This may be perceived as a "payoff". If a payment became public knowledge it could set expectation for future claimants.

* The payment would need to be very carefully described in any letter to the family; the reasons for the payment should be clearly set out in that letter.

Having discussed all of this with Mark, Belinda, Angela and Alwen our collective view is that we should not consider a payment as this stage, happy to discuss the rationale in person. As to the challenge of an uncaring PO, we believe that there is mitigation - Given that we are continuing to provide financial support to the running of the office and will do so until such time as the family decide what they want to do about the future of their PO.

Happy to discuss further tomorrow if you want.

Regards - Fay

Fay Healey | Chief HR Officer

1st Floor Central Wing, 148 Old Street, London, EC1V 9HQ

[GRO] Mobex [GRO]
[GRO]

-----Original Message-----

From: Paula Vennells

Sent: 18 October 2013 21:22

To: Fay Healey

Cc: Mark R Davies; Alwen Lyons; Ruth X Barker; Rodric Williams; Belinda Crowe; Martin Edwards; Kevin Gilliland; Hugh Flemington; Angela Van-Den-Bogerd

Subject: Re: Martin Griffiths - Update

Dear all, thank you for your contributions to the problem. We are dealing with such a sad and sensitive issue and it is reassuring that you all are trying to find a way through. Apologies for the lateness of this note but having checked the last emails, I cannot see that we have reached a conclusion and like you, I would like us to get to a positive one.

What isn't clear from the exchanges below, is who is leading? ie., on bringing to a conclusion? There needs to be a specialist in charge as a judgement is required, not an answer driven by process or policy, though all can be used to inform.

Unless there is an email I haven't seen since, I would like Fay to take charge. This is a people issue. It needs a decision and quickly. (A request for any future issues like this - please appoint an 'expert' ExCo or SLT leader. You are all senior business managers, someone should really have called this out and made clear who it is.)

Can Fay consider the inputs, come up with a couple of options, bounce them off other experts/line colleagues and come back to Kevin by Monday. I would have liked Angela or Glenn to have gone back to Gina by now: we are all heading into a weekend to enjoy with family and friends, Gina's won't be like that. It would have been nice if hers could have started with a positive answer from the PO. If we cans still retrieve it - that would be good.

(And as often is the case, if someone has already come up with the right answer, thank you.)

Fay pls confirm ok?

Thanks Paula

Sent from my iPad

> On 18 Oct 2013, at 10:27, "Hugh Flemington" <GRO> wrote:

>

> Legally privileged and confidential

>

> So the lawyer bit of me thinks we'd just need to check whether making a payment ourselves gives us any issues around "employee status risk" re agents - that we can't afford to have agents classed as our employees because of all the cost etc that would entail. Shall i get this checked out?

>

>

>

> From: Fay Healey

> Sent: Friday, October 18, 2013 09:22 AM

> To: Kevin Gilliland; Angela Van-Den-Bogerd

> Cc: Paula Vennells; Mark R Davies; Alwen Lyons; Ruth X Barker; Hugh

> Flemington; Rodric Williams

> Subject: RE: Martin Griffiths - Update

>

> This may be a dud steer. In the incident some while back when the SPMR's son was shot and killed, shamefully I cannot remember the name, RMG treasury made a payment. I don't have the policy but I think Roger Durrant was the key contact. Is that policy still current and would it apply in this case?

>

> Sorry to be a bit vague.

>

> Regards - Fay

>

> Fay Healey | Chief HR Officer

>

> 1st Floor Central Wing, 148 Old Street, London, EC1V 9HQ

> **GRO** Mobex **GRO**

> **GRO**

> [Footer 5]

>

> From: Kevin Gilliland

> Sent: 18 October 2013 10:13

> To: Angela Van-Den-Bogerd

> Cc: Paula Vennells; Mark R Davies; Alwen Lyons; Ruth X Barker; Fay

> Healey; Hugh Flemington; Rodric Williams

> Subject: Re: Martin Griffiths - Update

>

> Thanks angela,

>

> Can the fed help in any way with their benevolent fund?

>

> Kevin

>

> Sent from my iPhone

>

> On 18 Oct 2013, at 09:49, "Angela Van-Den-Bogerd"

GRO

GRO

> wrote:

> All,

>

> Martin Griffith's wife Gina has contacted Glenn this week to enquire whether there is any death in service benefit or pension for Martin. Glenn advised that there was neither given the Spmr status and contract for services etc. During the conversation Glenn asked about the funeral arrangements. The funeral is on 30th October in Chester. Gina is giving some thought to whether a POL presence at the funeral would be acceptable to the family. I'll update when I have some more info.

>

> Thanks,

> Angela

>

> Angela Van Den Bogerd | Head of Partnerships <image009.jpg>

>

>

> <image003.png>

>

> 148 Old Street, LONDON, EC1V 9HQ

>

> <image004.png>

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> **GRO** Mobex **GRO**

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> <image005.png>

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GRO

GRO

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> <image006.png>

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> Post Office stories<<http://www.postofficestories.co.uk/>>

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> <image007.png>

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> @postofficenews<<http://www.twitter.com/postofficenews>>

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> <image008.png>

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> Confidential Information:

> This email message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorised review, use, disclosure or distribution is prohibited. If you are not the intended recipient

please contact me by reply email and destroy all copies of the original message.

> _____
>

> From: Paula Vennells
> Sent: 12 October 2013 13:16
> To: Mark R Davies
> Cc: Angela Van-Den-Bogerd; Kevin Gilliland; Alwen Lyons; Ruth X
> Barker; Fay Healey; Hugh Flemington
> Subject: Conference call

> Mark, Thank you for flagging. I suggest that a conference call is a good idea but first thing Monday am should be fine, unless you or Kevin feel otherwise. Kevin should set up/chair and Angela prepare the agenda. If colleagues have items for the agenda, please send direct to Angela, no need to copy anyone else.

> I cannot join the call as I'm with the DCLG minister at the High St Forum.

> Paula

> Sent from my iPad

> On 12 Oct 2013, at 13:01, "Mark R Davies"

<[redacted]@[redacted]> wrote:

> All

> I've left messages for Paula and Kevin. I suggest we restrict emailing on this issue. Perhaps a conference call later or tomorrow?

> Mark

> Sent from my iPhone

> On 12 Oct 2013, at 10:20, "Angela Van-Den-Bogerd"

<[redacted]@[redacted]> wrote:

> Hi Paula,

> - circa £54k was the amount stolen although £15k was recovered when the police caught one of the assailants who was subsequently charged and jailed. Circa £54k is the amount of losses Martin sustained.

> - I was advised by Alan Bates that there was a note and that the police have this. I have not had this confirmed by any other source and the police have not contacted us

> - Alan Bates advised me that Martin [redacted] were not aware of this prior to this incident

> - the police are involved but we have had no contact with them. If we are mentioned in the note that Martin left then no doubt the police will contact us which would I thought be via Glenn Chester as this is the contact the family has. Glenn will immediately contact me in this instance.

> - Hope Farm Rd is in the Wirral

> - Glenn is holding up well. I didn't manage to catch up with him last night but left him a message. I've been keeping pretty close to Glenn throughout this as this situation is bound to affect him.

> If there's anything else please let me know.

> Thanks

> Angela

> [redacted]

> From: Paula Vennells

> Sent: Saturday, October 12, 2013 09:01 AM

> To: Kevin Gilliland; Angela Van-Den-Bogerd

> Cc: Alwen Lyons; Ruth X Barker; Fay Healey; Mark R Davies; Hugh

> Flemington

> Subject: Re: Mr Griffiths

>

> Thanks Angela, that's really helpful. Some questions:

>

> . Have I read this correctly, that the amount short on trading was £54k and the amount stolen was £54k?

> . I heard that there was a suicide note, is this true?

> . I possibly heard (but may be confusing with a previous case) that Martin had had some mental health issues?

> . Presumably the Police are looking into this?

> . Who is the key PO contact with the Police?

> . Where is Hope Farm Rd?

> . How is Glenn Chester?

>

> Sorry lots of questions and bound to be more. Let's keep in touch and keep this as the loop of people who are copied in everything at this stage.

>

> Paula

>

>

>

> Sent from my iPad

>

> On 12 Oct 2013, at 09:34, "Kevin Gilliland" <[redacted]> wrote:

> Sorry just spotted a typo on the amount we held Mr Griffiths liable for from the robbery. I'll correct this as soon as I find out. Mark/Ruth do you know?

>

> Sent from my iPhone

>

> Begin forwarded message:

> From: Kevin Gilliland

> [redacted] GRO

> GRO

> Date: 12 October 2013 09:18:29 BST

> To: Paula Vennells

> [redacted] GRO

> GRO

> Cc: Mark R Davies

> [redacted] GRO

> >, Alwen Lyons

> [redacted] GRO

> Ruth X Barker

> [redacted] GRO

>

> Subject: Re: Mr Griffiths

> Sorry for the delay in getting the brief. Angela couldn't get a connection.

>

> I will try to contact Glenn and the family today.

>

> - Martin Griffiths was appointed on 05. 10.95 to Hope Farm Road post office

> - on 21.09.11 Mr Griffiths was precautionary suspended following audit shortage of circa.£24k, £20k in debt which had been settled centrally during the period March 2011 - August 2011.

> - following the investigation the Contracts Advisor having considered the facts and having taken Mr Griffiths previously good performance into account decided to reinstate Mr Griffiths.

> - Mr Griffiths was reinstated on 16th Nov 2011. Additional training

> support was provided however Mr Griffiths continued to have

> discrepancies and has reported circa £54k at Branch Trading

> - Glenn Chester, Contracts Advisor and John Breeden his line manager met with Mr Griffiths on 12.03.13 to discuss the situation and advise Mr Griffiths that if the situation were to continue his continued position would need to be considered.

> - on 02.05.13 there was an armed robbery at Hope Farm Rd and

> circa.£54k was stolen. Following investigation the Spmr was held

> culpable for £74k (capped at 25% of remuneration) as he had breached

> the security instructions in that he had left the counter access door
> and safe door open
> - he appealed against the decision and his appeal hearing took place
> on 19th Sept. As yet no decision has been communicated
> - on 3rd July Mr Griffiths was given 3 months' notice due to his
> continued poor performance at the branch
> - on 23rd Sept the Contacts advisor was advised by NBSC that Mr Griffiths had been involved in a car accident. The
Contracts Advisor spoke to the Spmr's mother to ask how Mr Griffiths was.
> - later that day we were advised by Alan Bates, JFSA that Mr Griffiths had tried to take his life by walking in front of a
bus.
> - since this we have kept in regular contact with the Spmr's family
> and offered any support they required
> - we have appointed temporary Spmr to run the post office whilst the
> family have been at the hospital
> - we have continued to pay the Spmr in addition to the temp Spmr - Mr
> Griffith's last day of service was due to be 3rd Oct however we
> continued to pay him regardless

> Kevin

> Sent from my iPhone

> On 11 Oct 2013, at 21:49, "Paula Vennells"

> [redacted] wrote:

> Hi both, just to let you know that I will brief the Board tomorrow am.
> Mark/Ruth, important that if we get any coverage on Martin's death that you text me please as well as email.
> Additionally, Kevin is getting some facts together for me so that I have whatever information is available to hand.

> Thanks in advance, Paula

> Sent from my iPad

> Begin forwarded message:

> From: Paula Vennells

> [redacted]

> GRO

> Date: 11 October 2013 21:28:59 BST

> To: Angela Van-Den-Bogerd

> [redacted]

> GRO John M Scott

> [redacted]

> Hugh Flemington

> [redacted]

> Cc: Mark R Davies

> [redacted]

> , Kevin Gilliland

> [redacted]

> GRO , Ruth X Barker

> [redacted]

> , Andy Holt

> [redacted] , Alwen

> Lyons

> [redacted]

> Subject: Re: Mr Griffiths

> Angela, thank you for sending over this news. I am so so sorry. Martin's family must be devastated.

> I know (sadly from experience in business and personally) that there is rarely a simple explanation for such deaths;
even though it is often easier for those so closely affected to look for one.

> Three requests: firstly if I can help in any way, that you or the team dealing with it ask me. I would be happy to speak to
or to meet the family if we thought that would help. Secondly, that we look after them as much as we can and as they will

allow; thirdly, that we look after Glenn: he will be feeling very bad because he knew Martin and was the person closest to him from the PO.

>
> And then, we need to look to the business: to help me brief this properly to the Board, can you let me know what background we have on Martin and how/why this might have happened. I had heard but have yet to see a formal report, **GRO** Also, if someone mentions the Post Office in a potential suicide case, I would like to know what the process is for looking into it: can John and/or Hugh advise please?

>
> Deeply sad.
>
> As I write this, I see that Mark has asked similar questions. We need a single senior manager a point person. Who is the SLT line manager please? Angela if it is you, and/or you would like it to be, that is fine. but I am very aware that you are in need of a break after a tough couple of weeks anyway. Can Kevin advise asap.

>
> Thank you to everyone - I know you will be feeling as bad as I do over Martin's death.

>
> Paula

>
> Sent from my iPad

>
> On 11 Oct 2013, at 20:43, "Angela Van-Den-Bogerd" **GRO**
> **GRO** > wrote:

> Paula,
>
> Sadly Martin Griffiths passed away this afternoon. Martin's sister notified Glenn Chester a short while ago - the actual text is below in John's note below. Glenn has since spoken to the sister - the tone of the conversation was fine with no animosity towards Glenn.

>
> Angela
> **GRO**

>
> From: John Breeden
> Sent: Friday, October 11, 2013 07:31 PM
> To: Angela Van-Den-Bogerd
> Cc: Glenn Chester
> Subject: Mr Griffiths

>
> Angela,
>
> To confirm our conversation, Glenn has spoken to Mr Griffiths sister to offer condolences following the very sad news of Mr Griffiths having passed away this afternoon.

>
> Glenn received notification of Mr Griffiths death by text earlier this evening from his sister Jane (I think it was just before eight).

>
> The text was worded - Sadly my brother Martin passed away this afternoon after being in a coma for 18 days. The family is devastated as such as waste of life and feel the post office has ruined yet another life. Thought you should know as you liked my brother.

>
> Regards
>
> John
>
> John Breeden
> Agents Contracts Deployment Manager North <image007.jpg>

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>
> <image003.png>
>
> Upper Floors, The Markets Post Office, 6/16 New York Street, Leeds LS2
> 7DZ

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