

EFC

NO RECORDS BEFORE 22.06.2006

Information/Documents

Author : Alison Fawcett
Date : 04/10/2006
Chapter : Branch Records
Section : Astwood Bank - 346246 - B96 6AD

Sp mr Na me	Date of appointment :	Segment :	Branch Trading group :
Date of issue	Event issue	Outcome	Auth or Documents
22/6/06	Per NBSC 21/6/06	Wilson GRO SPMR WOULD LIKER TO SPEAK TO HIS SAM WITH REGARDS TO FACE TO FACE MEETINGS.	Laura Forwarded to Angie
3 Jul 06			Andy  Printed off dated 03.07.06 1st letter for mails integrity v1.1.d
23 Jun 06	Face 2 face		Andy  Astwood Bank Branch Intervention Log (telephone) Printed off.
8 sep 06	Loss	SUE MUDDIMAN IS THE PM'S NEW AREA MANAGER PM HAS ASKED IF SHE COULD CONTACT HER REGARDING A LETTER SHE HAS RECEIVED FROM ALLIANCE , SAYING PM HAS NOT DONE THE BUSINESS RULES WHEN CASHING A CHQ, PM SAYS THEY ARE WRONG CANNOT GET ANY SATISFACTION.	Andy
12 sep 06	contact request	PM SAYS THAT HE NEEDS AN URGENT CALLBACK RE: ALTERED GIROCHEQUES - PM SAYS THAT SINCE THE CALL HE MADE TO THE AREA OFFICE YESTERDAY HE HAS RECEIVED ANOTHER ONE. PLEASE CALL BACK ON <u>GRO</u> SPEAK TO JULIAN WILSON	Andy  fone Log ASTWOOD BANK 346246 0004293.c Printed off.
8/5/07		NBSC was contacted on to notify us that the office is closed. Please could you contact the OIC/SPMR on <u>GRO</u> OFFICE HAS POWER FAILURE FULL VILLAGE IS OFF	LH



		CALLER NAME MR WILSON Reopened 5/5/07								
11/9/8	anne ellis to HR	<p>Could you please supply the warranted hours and remuneration for the above office as this may be a possible suspension PM suspended. the remuneration for the above office is as follows</p> <table> <tr> <td>CORE</td> <td>16700.00</td> </tr> <tr> <td>Sales</td> <td>36366.93</td> </tr> <tr> <td>Total</td> <td>53066.93</td> </tr> </table> <p>John An audit was undertaken today at Astwood Bank Post Office and a shortage in the region of £27k revealed. The Subpostmaster, Mr Julian Wilson has admitted to rolling his losses over a lengthy period. Due to the fact that I was in an interview, Nigel Allen (Contract Manager) authorised the suspension of Mr Wilson's contract for services. I understand that Mr Wilson is due to be interviewed by Gary Thomas, Post Office Security and Investigation Team, next week. The case is forwarded for allocation please. Many thanks. Regards Glenn Glenn, Please could you take on this conduct case. Regards John Breeden</p>	CORE	16700.00	Sales	36366.93	Total	53066.93	dm	 Astwood Bank MULTI USE FORM.doc  Astwood bank Suspension letter 11.9.08.doc  Astwood Susp notification 11.09.2008 V2.doc
CORE	16700.00									
Sales	36366.93									
Total	53066.93									
15/9/08	Audit report		PB	 Astwood Bank (346246) Audit Report.doc  Astwood Bank (346246) Special Report.doc						
15/9/8	from David Sears	<p>Following suspension of Mr Julian Wilson on 11/09/2008 at Astwood Bank branch (3462463) office will re-open from 11/09/2008 with interim postmaster Interim Enterprises, no loss of service.</p>	dm	 Astwood Bank Interim Enterprises Temp Contract.doc						
29/9/8	PM resigned to avoid termination	<p>need to do VR rem request 6/10</p>	dm	 Astwood bank0001.pdf						
29/9/8										



				 Astwood Bank- AR without prejudice res ack.doc  Glenn Chester.doc info from Glenn Chester
6/1 0/8	letter from PM to Glenn Chester		dm	 Astwood bank0002.pdf  Astwood Bank - letter re. debt..doc
6/1 0/8	request to Steve Taylor for VR	You will see from the letter that I've given Mr Wilson 6 months to market the business on an 'at' basis. This will run from the 29 September 2008. If no interested parties have come forward within this timescale then the advertisement will be extended to seek applicants able to offer either the existing or suitable alternative premises. Can you please note the Vacancy Report accordingly. Many thanks for your help. GC to add to VR The remuneration for the above office is: Core £16700.00 Sales £37414.36 Total £54114.36 The office is on split billing	dm	 Astwood Bank 346 246 Vacancy report.xls to HR 23/10/8
21/ 10/ 08	Letter re. suspension		SD	 Astwood Bank.pdf
24/ 10/ 08	Letter from SPMR	Sent to Glenn Chester	AE	 Astwood Bank - letter from SPMR.pdf
27/ 10/ 08		Ann Mr Julian Wilson, Subpostmaster, Astwood Bank Post Office, recently tendered his resignation to avoid termination of contract. In error, I advised you that his resignation would take effect from his date of suspension ie.11.09.08. This is incorrect. Can you please note that Mr Wilson's resignation will take effect from the date his un-dated letter of resignation was received ie. 26.09.08. Can	LH	



		you please arrange for all interested parties to be notified of the change to date. Many apologies. Regards Glenn Sent to HR		
6/1 1/0 8	Letters re debt	 Astwood Bank - letter from SPMR.pdf	AE	 Astwood Bank - letter re. debt..doc
14/1/9	MP letter to Glenn Chester		dm	 Astwood bank.pdf
16/2/0 9	email from Glenn chester	Robin linmore As promised, please find attached a copy of the letter to be sent to Mr Wilson (former Subpmr, Astwood Bank Post Office) today regarding his outstanding debt. Many thanks.		 Astwood Bank - letter re. debt 10.02.09.doc
6/3/9	letter from Glenn Chester		dm	 Astwood Bank - letter re. debt 06.03.09.doc
13/3/0 9	Letter received this date	From Richard Nelson Solicitors	DN	 Astwood.pdf
01/06/09	Copy of e-mail	HR Agents Can you please note that it is now proper for the vacancy advertisement for the position of Subpostmaster, Astwood Bank Post Office, to be extended to seek applications from anyone able to offer either the existing or suitable alternative premises. Can you please amend the web advertisement to take into account this change with immediate effect. Many thanks. Julie Can you please add this e-mail plus attachment to the EFC for Astwood Bank Post Office. Many thanks.  Astwood Bank - letter re. advertisement of vacancy 1 June 2009.doc Regards Glenn	JS	 Astwood Bank - letter re. advertisement of vacancy 1 June 2009.doc
21/7/0 9	Re-awakened case		SD	 Astwood Bank 346246.pdf
21/7/0		The office is on split billing and the remun is	SD	



9		<p>Core £13500.00 Sales£36242.00 Tot £49742.00</p>		
21/7/09		<p>The following training has been scheduled around the transfer date of 20 October 2009 @ 08:30am (Barry Hopkins & Dave Thomas - auditors)</p> <p>10 days classroom @ Solihull (05 - 16 Oct) Onsite Support (20 - 26 Oct) FUB (28 Oct)</p> <p>1st PTP - 24 Nov - Frances PTV - 28 Jan - Barry 2nd PTP - 28 Apr - Barry</p>	SD	
05/08/09		Case Closure Report	gc	 Astwood Bank - Case Closure Report 05.08.09
26/08/09	Interview	<p>Worcester Mail Centre - 03 September 2009 @ 11am - Sue Muddeman & Steve Taylor BDM</p>	JS	<p>Applicant : Mr B Mistry</p> <p>Decision : not successful</p>  Assessment Record and Recommendation - V2 - 05-1-09.doc
02/07/10	From Zoe Hibberd	<p>Firstly the shop name is different to what I originally submitted: Mrs Pardeep Malhi,</p> <div style="border: 1px solid black; padding: 5px; text-align: center; font-size: 2em; font-weight: bold;">GRO</div> <p>Also as discussed please delay setting up the HR link to this candidate, I will advise and submit the VR when Mrs Malhi is ready to proceed. Regards Zoe Field Change Advisor</p> <div style="border: 1px solid black; padding: 5px; text-align: center; font-size: 1.5em; font-weight: bold;">GRO</div> <p>05 November 2010</p>	JS	 Astwood Bank purple website.xls
31/12/2010	Customer Complaint Relocation	<p>Hi I have received a complaint from a customer who is the landlord of the PO premises, please see attachment. I have no information on the relocation of this branch, can you confirm that relocation is to take place. Also, do you have any information to help me reply to the customer or any</p>	AFM	 GRO relocation of PO complaint.pdf



		where for me to direct him for a response to his complaint. Thank You. Kind Regards Pat Long Post Office Customer Care Fwd to ANC		
Jan 2011	Recruitment Case	Interview at 10:30 at Birmingham MC - 02/03/2011 Glenn Chester interviewing Re your request for up to date debt report – the above office has no debt as of today (8/2/11)	JS	 Applicants Schedule of Events- Astwood Bank 346246.xls  Astwood Bank 346246 email letter to applicant.doc  Astwood Bank 346246 VR .xls  Schedule of Events- Astwood Bank 346246.xls
23/3/2011	Notification of successful application	Outlet Field Support/NSA Team Please be advised that Mrs Pardeep Malhi has been successful in her application for the position of Subpmr, Astwood Bank branch (346 246). The information below plus attached is forwarded for your attention please.		 Notification of successful application - Mrs Pardeep Malhi (Astwood Bank346  Astwood Bank - Universal Interview Decision Document.doc  Training Requirements Astwood Bank 346246.xls
28/03/2011	Training	Hi Agency Network Change We have received confirmation of a successful applicant for Astwood Bank branch 346 246. The applicant is required to attend counter training course for 8 days. Please let us know when you have an agreed relocation date to enable us to proceed with audit and training schedule. Regards.Edwina	CH	
14/04/11	Email		JS	 Email re Astwood Bank 346246.doc
09/08/11	Round Robin & Notice to Temp		JS	 Notice Letter to Temp. Astwood Bank.doc  Transfer notification Astwood Bank.doc



Sp mr Na me	Mrs Pardeep Malhi	Date of appointment : TBA		Segment : Branch Trading group :
Date of issue	Event issue	Outcome	Auth or	Documents
18/ 03/ 201 1	Appointment papers		SS	 Malhi OFFER OF APPOINTMENT V1.doc
06/ 05/ 201 1	T & T	Audit and training have been arranged around a relocation/reopening date of 11/08/2011 @ 8:30am with Barry H Classroom @ Solihull: 20/07/2011 to 29/07/2011 Closure: 08/08/2011 Barry H, Kim H and David T Set-up: 10/08/11 Onsite: 11/08/2011 to 17/08/2011 Barry FUB: 18/08/2011 PTP: 19/09/2011 Barry PTV: 18/11/2011 Rita K	SS	
21/ 07/ 201 1	NOTICE TO TEMP	Please see email below, presume you have been arranging the transfer to permanent agent. I have spoken to Michelle Herbert as Mary Stewart is on leave this week. She did not see a problem and asked me to send dates to her on an email which I have done. An official letter will need to be sent to Mary though. Regards David Sears	AFM	 Astwood Bank 346246 Notice Letter to Temp. Version May 2009.doc  URGENT Fw Astwood Bank 346246 B96 6AD.htm

