

Message

From: Glenn Chester [GRO]
Sent: 08/10/2012 08:05:50
To: NT Questions [GRO]
CC: David Southall [GRO]; John Breeden [GRO]
Subject: 213859 Angus Road termination letter - Discretionary Payment

Scott

Further to David's e-mail below, it might help if I give you some background information on the reasons why Mr Macaldowie was issued with three months notice. On the 15.11.11 an audit was undertaken at his branch which resulted in an unexplained shortage of £9312.81 being revealed. It was also noted that the cash on hand at the branch had not been declared accurately since 08.08.11. From subsequent enquiries undertaken, it was clear that Mr Macaldowie was suffering with a severe depressive illness and had been for a number of years. Mr Macaldowie's family were able to provide documentary medical evidence to this effect. This illness clearly affected his ability to manage the branch effectively and cope when faced with pressure. Whilst we were unable to identify the actual cause of the shortage discovered at audit, Mr Macaldowie, with the assistance of family members, was able to repay the shortage in full. It also has to be noted that the Post Office Security Team, having taken into account Mr Macaldowie's medical condition decided not to interview him and take the case any further. Due to the sensitive nature of this case, I worked closely with Andrew Gilhooly (NFSP Executive Officer) who acted as a liaison with the family. Whilst it was clear that serious failings had occurred at the branch ie. Large unexplained shortage, cash declarations not completed accurately etc; it was clear that Mr Macaldowie's illness had contributed to this and I therefore considered that it would not be in the best interests of Post Office Ltd to summarily terminate Mr Macaldowie's contract for services but that his contract be terminated by 3 months notice with pay.

Noting the sensitive nature of this case, I think a decision needs to be taken at a higher level than that of either myself or David on whether Mr Macaldowie's previous service should be taken into account – I'm not sure who would make this decision? I'm more than happy to discuss the case further if you need any additional information. Many thanks.

Regards

Glenn
Agent Contract Manager
Mobex [GRO]

From: David Southall
Sent: 05 October 2012 14:36
To: NT Questions
Cc: Glenn Chester
Subject: RE: RE: 213859 Angus Road termination letter

Hi Scott

Thanks for your email.

Although I didn't deal with the Conduct Case – Glenn Chester did and I have copied him in should he wish to comment – Mr Keith Macaldowie was issued with three months notice following his suspension as subpostmaster with his last day of service being 28 December 2011. A temporary agent – independent of the Macaldowies – ran the branch during Mr Macaldowie's suspension and after the termination of his contract by three months notice. Mrs Macaldowie applied for the position of subpostmaster and was appointed earlier this year.

Whilst I unaware of the process you need to follow I suspect Mr Macaldowie's service should not be taken into account

Hope this helps – please call if you want to discuss

Many Thanks

David

David Southall
Agent Contract Advisor
Post Office Ltd - Agents Contract Deployment Team North
Network Services

[Redacted] GRO [Redacted]

Mobile: [Redacted] GRO [Redacted] Mobex: [Redacted] GRO [Redacted]

External email: david.southall@postoffice.co.uk [Redacted] GRO [Redacted]

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From: NT Questions
Sent: 05 October 2012 13:56
To: David Southall
Subject: FW: RE: 213859 Angus Road termination letter

David

I work in Network Transformation. We have a SPMR who wants to leave the network with a discretionary termination payment under the programme. She is querying the figure that we have presented to her. She has only been the SPMR since April and we are offering a pro rata figure. She believes she should receive more as she took over from her Husband. The thing is we don't know why her husband left the Post Office. If he left due to health issues we may work out her payment to include a full year. Would you know and be allowed to tell why he left the Post Office? The Office in question is Angus Road and the SPMR at the moment is Mrs Deborah Macaldowie, therefore I suspect her husband is a Mr Macaldowie.

Many thanks

Scott Martin
Regional Issues and Resolution Manager

Network Transformation Programme
Post Office Ltd

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"On behalf of our Customers and Stakeholders, in line with our Strategy, with care, passion and trust, we will transform the Post Office network"

From: Chris N Howard
Sent: 05 October 2012 13:41

To: NT Questions
Cc: Linda Bonar
Subject: RE: RE: 213859 Angus Road termination letter

Hi

You need to ask the contract manager not the agent. Bit risky asking a question like that to an agent.

C

From: NT Questions
Sent: 05 October 2012 09:35
To: Chris N Howard
Cc: Linda Bonar
Subject: RE: RE: 213859 Angus Road termination letter


Chris


I've just spoke to Linda the FCA and she said that the SPMR would not divulge why the SPMR's husband left but it seems that he resigned, so not illness.


Cheers

Scott Martin
Regional Issues and Resolution Manager

Network Transformation Programme
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From: Chris N Howard
Sent: 05 October 2012 08:08
To: NT Questions
Cc: Benedict Addy; NT Supplier Team
Subject: RE: RE: 213859 Angus Road termination letter

Hi Scott

Yes - do we know why the husband ceased and it went to temp instead of direct transfer – was it illness? Depending on background we'll compile a final confirmation offer based on the extended period.

Cheers

C

From: NT Questions
Sent: 04 October 2012 17:01
To: Chris N Howard
Cc: Benedict Addy; NT Supplier Team
Subject: FW: RE: 213859 Angus Road termination letter

Hello Chris and Ben

I believe Michael Arlington mailed you yesterday regards this office. It looks as if they want a new figure.

Could we not use the £18348 I'm sure there was a case a while back when the wife had taken over from her husband for part of a year and we ok-ed a full years remuneration to work the termination figure to.

Thanks

Scott.

From: Linda Bonar
Sent: 03 October 2012 13:24
To: NT Programme Office
Cc: Shirley Hailstones
Subject: RE: 213859 Angus Road termination letter

Hi,

I visited Deborah Macaldowie, the agent at the above office yesterday as they had expressed a preference to possibly leave the network through NT programme. The termination letter I had for Mrs Macaldowie stated an estimated termination payment of £7040.27, which the agent thought was incorrect as the remuneration on the data pack for the last year was £18348.

It was established that she had only been appointed as agent since April 2012, as previously her husband was the agent & then a temporary agent before she took over. I contacted NT yesterday whilst in the branch & Michael at NT questions was able to confirm that this was the reason for the low estimate after contacting Chris Howard, although they thought that the amount was still possibly incorrect. Would it be possible to have this amount checked and a new estimated payment provided.

Thank You
Linda.

Linda Bonar

Network Transformation Field Change Advisor
Post Office Ltd – Network Services



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