

From: Louise X Bentley [GRO]
Sent: Thur 08/04/2004 12:08:15 PM (UTC)
To: Clive Burton [GRO]
Cc: Jill Camplejohn [GRO] Emlyn Hughes [GRO]
Subject: Re: MRS KERI ANN PUGH FORMER SUBPOSTMISTRESSCHIRBURY POST OFFICE - FAD CODE: 296/641
Attachment: fad 296641.xls

Clive

I understand you've today sent a further e-mail out regarding your request for information on this issue (Jill Camplejohn has forwarded this onto me as I have recently taken over responsibility for the Contact Support Centre). Please find below the e-mail which we sent to you on 23rd March containing the information which I believe you need. However, please let me know asap if you need anything further.
Regards

LOUISE
Contact Support Centre Manager

STD: [GRO]
Mobil: [GRO]

----- Forwarded by Louise X Bentley/e/POSTOFFICE on 08/04/2004 11:59 -----

Jay O'Laogun
23/03/2004 12:07

To: Clive Burton/e/ [GRO]
cc: Adele Kilcoyne/ [GRO]
Angela Van-Den-Bogerd/e/POST
Hughes/e/ [GRO]
Bentley/e/ [GRO]
Subject: Re: MRS KERI ANN PUGH
CHIRBURY POST OFFICE - FAD CODE: 296/641

Clive
Please find attached details of the NBSC and HSH calls made by this office between **2000 and 2004**. If further assistance is required, please do not hesitate to contact me.

regards

Jay

Service Support
Post Office Ltd
Operations

1ST FLOOR, Post Office Counters Ltd, Cortonwood Business Park, Cortonwood Drive, BARNSELY, S73 0TB

Postline: [GRO] STD Phone: [GRO] Fax: [GRO] Mobile: [GRO]
External Email: [GRO]

Adele Kilcoyne
23/03/2004 09:28

To: Jay O'Laogun/e/ [GRO]
cc: [GRO]
Subject: MRS KERI ANN PUGH F
CHIRBURY POST OFFICE - FAD CODE: 296/641

Jay

Will you process this please and send it to Louise for both HSH and NBSC calls - the dates are below.

Thanks

Adele

----- Forwarded by Adele Kilcoyne/e/POSTOFFICE on 23/03/2004 09:25 -----

Louise Bentley
Sent by: Louise X Bentley
22/03/2004 17:22

To: Adele Kilcoyne/e/ **GRO**
cc:
Subject: MRS KERI ANN PUGH F
CHIRBURY POST OFFICE - FAD CODE: 296/641

Adele

Can you please produce a report which shows the call logs for this office and, specifically, anything re the telephone being cut off as indicated below. How far back can we go with call logs?
Thanks.

LOUISE
Contact Support Centre Manager

GRO

----- Forwarded by Louise X Bentley/e/POSTOFFICE on 22/03/2004 17:20 -----

Jill Camplejohn
22/03/2004 11:40

To: Louise Bentley/e/ **GRO**
cc: Emlyn Hughes/e/
Subject: MRS KERI ANN PUGH F
CHIRBURY POST OFFICE - FAD CODE: 296/641

Louise

For you to pick up the areas addressed to me please.
I believe the request for call logs has to go via Adele K Emlyn, I have now moved roles and Louise is the Contact Support Centre Manager. Louise will respond to your request in due course.
Regards
Jill

Service Respecification Manager
Post Office Ltd
Operations

Dearne House

GRO

Postline: **GRO** STD Phone: **GRO** Fax: **GRO** Mobex: **GRO** Mobile: **GRO**
External Email: **GRO**

----- Forwarded by Jill Camplejohn/e/ **GRO** on 22/03/2004 11:29 -----

Emlyn Hughes
22/03/2004 10:55

To: Jill Camplejohn/ **GRO**
Michael Dadra/e/
cc:
Subject: MRS KERI ANN PUGH F
CHIRBURY POST OFFICE - FAD CODE: 296/641

Hope you can assist with this please. Unfortunately date for exchange of witness statements is set for 22nd April.

Jill, can you please assist with the request for call logs in respect of any requests for assistance made by the former Spmr as well as confirming whether the telephone was reported as cut off between Feb and June 2001.

Manish, are you in a position to assist with a response to any of the points below.

Michael, Audrey, who can assist please with details/findings of audit and any statement as requested below. Is a Janice Holmes still with Audits

Many thanks for your assistance.

----- Forwarded by Emlyn Hughes/e [GRO] on 22/03/2004 10:32 -----

Angela Van-Den-Bogerd

20/03/2004 22:16

To: Emlyn Hughes/e [GRO]

cc:

Subject: MRS KERI ANN PUGH F

CHIRBURY POST OFFICE - FAD CODE: 296/641

Emlyn,
Could you please deal.
Thanks,
Angela.

----- Forwarded by Angela Van-Den-Bogerd/e [GRO] on 20/03/2004 22:16 -----

Clive Burton

19/03/2004 16:41

To: Angela Van-Den-Bogerd/e [GRO]

cc:

Subject: MRS KERI ANN PUGH F

CHIRBURY POST OFFICE - FAD CODE: 296/641

Angela,

Mrs Pugh was sub postmistress at Chirbury Post Office from 21 April 1999 to 3 September 2001 when her Contract for Services was suspended.

The final audit of accounts resulted in a deficiency of £9,601.11 but many error notices were later issued which increased the overall debt to £31,128.18.

The question of recovery of this debt has been referred to Jim Cruise of our Legal Services Department to pursue the debt on our behalf.

A case Management Conference was heard on the 8th January 2004 and the Court has ordered an exchange of witness statements by 22nd April 2004 with a further Case Management Conference scheduled Thursday 13th May 2004 at Welshpool County Court.

Our Legal Services Department have asked us to prepare a number of statements regarding various accounting errors that form part of the debt and we are in the process of preparing these.

However, there are a number of other issues that our Legal Dept require clarification and statements are needed regarding the final audit and the PO accounting system.

It would be very much appreciated if you could provide any assistance with the following items or perhaps advise who the best person(s) is/are to contact regarding them:-

- (1) the Defence alleges that the introduction of the Horizon system itself caused problems and evidence is needed about the training given to Mrs Pugh and, if possible, evidence of the call logs to show whether Mrs Pugh was seeking help in relation to the operation of the system.
- (2) it is said that the telephone link was cut between February and June 2001 and our Solicitors are asking if this could be confirmed if at all possible.
- (3) our Solicitors would like a statement about the closure of the Office on 31st August 2001 and what happened on the day and what documents were taken away and why. The final cash account is in fact dated 3rd September 2001 and an explanation is needed for the difference in dates. The names of people who were present at the audit is also requested (it would seem as though the name of Janice Holmes has been mentioned at some point in time as being the duty manager for the audit - could this be confirmed and, if so, does she still work for PO Ltd.
- (4) a general statement is required as to how the accounting system works at a sub post office and how the documents are created. The Defence make reference to PO Limited's documents being self created and our Sols would like to explain how the system works. If a short report could be prepared our Solicitors will prepare a statement from that report.

Many Thanks!

Regards

Clive W. Burton
Agents Debt 3/ Former Sub Postmasters Accounts
No 1 Future Walk

CHESTERFIELD
Derbyshire
S49 1PF

Tel: **GRO**