POL00106906

Area Intervention and Rural Support Manager Visit Log

Date and issue	30.5.06				
Branch	**North Bransholme**	**Postcode**	**HU7 5DD**	**Fad Code**	174321X
Details of visit / phone call	30.5.06 log no 973				
Date of visit / phone call	30.5.06 onch	Name AIM/RSM	Di Hoyles		
Length of visit / phone call	3hours	**Segment**	Urban	**Actively Account Managed? Y/N**	Yes
Hardship Y/N	N	**ATM? (Note type, eg self fill)**		**Visit / Phone Call**	

Mandatory requirement on all visits (to be completed by AIM/RSM)		
Bal/ Suspense. Check last 2 Branch Trading Statements (Record the amounts)	**Date Date £ see below for full report £**	**Amounts in suspense acct and why £**
Restrictions – Please use attached guidelines to annotate restricted products the Spmr is transacting on the retail side of the business		
ONCH Check declarations (end of day) FONCH Check sales against holdings	NO see report on this office	
Name of person you saw at the branch	Janet skinner	

Is the office in the correct Branch Trading Period	Yes/No
Is Mail accessible to the public? – If yes complete Mails integrity proforma	Yes/No
Has Spmr and all staff completed the Regulatory Compliance Training Workbook (OL55) and recorded on Horizon – check that the Horizon receipts are stapled to the copy of the Workbook	Yes/No
Has the Security Operations Manual COMB 58/1 been updated	Yes/No
Are there any breaches to the security standards	Yes/No
Check understanding of settling transactions to Debit Card / MBS 373	Yes/No
Current product of the month posters/ leaflets received and displayed	Yes/No
Current POPOS/urban format posters/leaflets received and displayed	Yes/No
See +1 retail standards and aide memoir to mark accordingly Are the retail standards/+1 standards being met	Yes/No

POL00106906

POL00106906

Optional dependant on visit

Last Gapbuster results discussed if needed	
Any other current issues	
Opening times are displayed and correct	
ATM at branch poster displayed	
High risk audit issues are discussed where needed and actions set for non re-occurrence.	

Corrective action

Have you observed any underperformance issues during your visit	Y/N
Did you issue an oral warning	Y/N
Do you think a written warning is required	Y/N

If you have observed any under performance the corrective action process must be followed. Oral warnings should be issued where necessary and follow up visits diarised to review the under performance area. If a written warning is due or there are any actions for POL staff, please can you annotate this on your visit log and make this clear to the Area Intervention Office when you return the completed visit log

Detail any additional actions to be followed up by Spmr /C&SM/APM/Admin or other	**WHO**	**DEADLINE DATE**	**DONE**
Check whether a waiver has been issued for any restricted products, if not e-mail restrictions GRO			

EXPAND ON THE VISIT - PLEASE INCLUDE WHERE UNDERPERFORMANCE DISCUSSIONS HAVE TAKEN PLACE, ANY LETTER REQUESTED/CLARIFY ANY POINT

I received a report from David Dixon and Doug Brown regarding concerns over the office's onch and persistent failure to return cash on time. Knowing the office to be large and having concerns that this could be a possible suspension I asked Julia Stephenson to come with me. I asked for a

POL00106906

POL00106906

copy of the last few weeks returns and holdings and payments of the office. This looked quite frightening and I did wonder why an audit had not been conducted. I rec'd the e mail on the 26th May and made it a priority for the 30th may (bank hol 29.5.06).

We arrived at the office at around 1.30pm and I told her the reason for the visit ie to check and verify the cash on hand. She was mending the lottery stand which had broken. She appeared to be delaying for time and I started to suspect that there was a problem. She had a queue and again delayed to serve the queue. She then took both myself and Julia into the back and closed the door. At this point someone approached from the shop side and it was apparent that there was some hostility between them.

Once there was the three of us alone she then told me that there would be a shortage. I asked her how much and she told me around 40K. I asked her if she knew where the shortage was, and she said did not know and she had not taken it but had she suspected a member of staff a Kathryn Ayres.

I asked her how long this had been going on and she told me since January 2006. I asked her if she had contacted anyone ie the helpline in the post office to alert them to the problem and she said she had not. I asked her how she had done a BT report without the cash and she told me she had made it balance. I asked her if she meant she had increased the cash she had and she said yes.

However it then transpired later she told me this member of staff had taken some cash and was paying it back each week. I found this odd to say the least and also that the member of staff had been given the safe keys to open up in a morning as she only lived across the road. So why had she given access to someone who she suspected of stealing. She kept saying that she had bank statements to prove she had not had the money.

During the visit whilst myself and Julia were counting the cash she told me she was looking for a cash bag which this member of staff used to pay the money back but could not find it. She was concerned about this.

She then told me she had split with her husband and had had to buy him out borrowing on the mortgage which now stands at 90K . She went on to say how much the divorce had cost her.

I suspended her pending investigation. I told her what this meant and that ID would need to interview her and I told her she could have a solicitor with her. I alerted the area office the contract manager lesley joyce Andy carpenter audits and ID. The lottery terminals figures were taken and the cash and the machine deactivated I told the retail staff not to serve anymore from the terminal.

I did a balance report and a cash check with Julia and the postmistress present. The cash missing appears to be around £54000.

The office was locked up and I took all the safe keys with me that she had. I asked her if these were all the keys and she said yes. The safe code was 1915 enter 6 . I will be meeting with the auditors at 8.30am 1.6.06 and she will be present as well. The post was taken as well today .

I have papers and a statement from Janet which she signed and this was witnessed by myself and Julia.

POL00106906

POL00106906

The other suspicion is that the staff acted in a strange way either they are involved or they at least knew there was a problem. This may be a hunch but I have a feeling that the staff are involved as well. With the lack of cash in the office today I don't know how they could have functioned properly without running out.

I also mentioned about someone running the post office but she did not comment and I did ring [illegible] to see if anyone could help but at this moment in time it could be the staff involved so the whole office would need new staff in there etc.

I also informed my HOA.

Di Hoyles RSM 30.5.06

POL00106906

POL00106906

David Dixon

25/05/2006 12:00

To :Area Intervention Office 4(GRO), Doug Brown/e/POSTOFFICE(GRO)
Paul Duckworth/e/POSTOFFICE(GRO)
cc:
Subject: North Bransholme SPSO - 174321X

ear AIO 4,

e of my colleagues spoke to the postmaster recently as they had ordered cash when they were asked to return cash. Looking at this ice in detail, we have not had a valid cash declaration since Tuesday 16th May and we have had 10-20% invalid cash declarations storically.

e office is ordering large volumes of notes when they should be returning cash, but they actually denied holding the cash that was owing on Saturday. Even through the cash declaration for that Saturday was invalid, the figure that we got from a different source ould still be accurate.

e levels of cash have now reached a worrying point, so would it be possible for someone to visit the branch to make sure all funds are the premises. They need to remedy the problem with their cash declarations, and also reduce their cash holdings is they are as high eviously declared.

oug,

ave serious concerns about this office. The generated ONCH was 74k on Saturday, but the postmaster said that they had no where ar that amount. They did not say exactly how much cash they reckon to have held, but there is a discrepancy.

egards

avid Dixon
etail Cash Management
eds

GRO

POL00106906

POL00106906

Area Intervention and Rural Support Manager Visit Log

Date and issue	31.5.06				
Branch	**N Bransholme**	**Postcode**	**Hu75DD**	**Fad Code**	174321x
Details of visit / **phone call**	31.5.06 full audit and defund				
Date of visit / phone call	31.5.06	Name AIM/RSM	Di Hoyles		
Length of visit / phone call	12 hours including write up	**Segment**		**Actively Account Managed? Y/N**	Yes
Hardship Y/N	N/a	**ATM? (Note type, eg self fill)**	N/a	**Visit / Phone Call**	

Mandatory requirement on all visits (to be completed by AIM/RSM)			
Bal/ Suspense. Check last 2 Branch Trading Statements (Record the amounts)	**Date £**	**Date £**	**Amounts in suspense acct and why £**
Restrictions – Please use attached guidelines to annotate restricted products the Spmr is transacting on the retail side of the business			
ONCH Check declarations (end of day) FONCH Check sales against holdings			
Name of person you saw at the branch			

Is the office in the correct Branch Trading Period	Yes/No
Is Mail accessible to the public? – If yes complete Mails integrity proforma	Yes/No
Has Spmr and all staff completed the Regulatory Compliance Training Workbook (OL55) and recorded on Horizon – check that the Horizon receipts are stapled to the copy of the Workbook	Yes/No
Has the Security Operations Manual COMB 58/1 been updated	Yes/No
Are there any breaches to the security standards	Yes/No
Check understanding of settling transactions to Debit Card / MBS 373	Yes/No
Current product of the month posters/ leaflets received and displayed	Yes/No
Current POPOS/urban format posters/leaflets received and displayed	Yes/No
See +1 retail standards and aide memoir to mark accordingly Are the retail standards/+1 standards being met	Yes/No

POL00106906

POL00106906

Optional dependant on visit

Last Gapbuster results discussed if needed	
Any other current issues	
Opening times are displayed and correct	
ATM at branch poster displayed	
High risk audit issues are discussed where needed and actions set for non re-occurrence.	

Corrective action

Have you observed any underperformance issues during your visit	Y/N
Did you issue an oral warning	Y/N
Do you think a written warning is required	Y/N

If you have observed any under performance the corrective action process must be followed. Oral warnings should be issued where necessary and follow up visits diarised to review the under performance area. If a written warning is due or there are any actions for POL staff, please can you annotate this on your visit log and make this clear to the Area Intervention Office when you return the completed visit log

Detail any additional actions to be followed up by Spmr /C&SM/APM/Admin or other	**WHO**	**DEADLINE DATE**	**DONE**
Report please read	CM		

EXPAND ON THE VISIT - PLEASE INCLUDE WHERE UNDERPERFORMANCE DISCUSSIONS HAVE TAKEN PLACE, ANY LETTER REQUESTED/CLARIFY ANY POINT

I arrived at the office today to do a full audit with the auditors Lynne and Paul. The branch was also defunded as until a full investigation has been carried out the current staff may be implicated and currently I was unable to find anyone to run the post office. The postmistress Janet Skinner gave me the assistant branch manager's tel no to contact her to run the post office but she could

POL00106906

POL00106906

be implicated in the incident and loss of cash to the branch.

Janet skinner arrived at the office at around 0845 and she left the branch at around 10.30 as she had a appointment at the solicitor's. Diane whittaker is interviewing her tomorrow.

The branch was left at just over 59K short see audit report for final figures.

The lottery has been deactivated. I took the keys the card accounts and the date stamps and also some cards left by customers to Bransholme BO, one being a TSB debit card which I intend to take to the bank tomorrow.

Also there was some change in an envelope for Shawn £48.42p which I too have. I am not sure at this stage what to do with the cash he may hopefully contact the helpline and ask for the receipts and change.

The office was defunded and emptied of all the cash and stock.

I was surprised to learn of a delivery of cash yesterday which fortunately because the office was closed due to myself being there was not delivered. It was 40K in total.

Newrose are interested in running it but I am not so sure whether they have the staff at this stage as I feel unable to use the staff in the post office as I am sure they knew what was going.

A lady asked when the po was opening as she said that it was always running out of cash.

Also whilst I was there janet handed me some empty cash bags of £20 notes from a bank but she told me it contained £50 notes of which there was 5K and the customer had bought premium bonds. I took these and have left them for the ID to look at as it appears there could be some money laundering but the staff did not ask for ID and again this is suspicioius. She went onto say that the same customer deposited another 3K in cash for the same too which suggests the office could be used to launder money. She thought the cash could have come from a bank which was robbed in Hull around that time.

The mail and parcels were collected and I took the boxes of accounts to the Branch office at Bransholme BO . Also an envelope with janet's name on was there too which I left with a statement she gave me yesterday.

The safe and alarms were set at the branch today and I left it at that. Also just to say the office codes will need changing when someone takes over and I am not sure if all the keys have been handed over although she said all the safe keys had but there was only two key fobs which I have and she did say she had some more. I have asked Diane Mattthews to ask her about keys in the interview. I rang Diane to update her on this etc.

There is some smoke and dye notes which have been opened and these need to be collected by Romec when the office reopens.

Another issue was that the false roof had collapsed and there was a space in the ceiling which I was not happy with she did say she had contacted the landlord but he had not repaired it.

POL00106906

POL00106906

I felt at this stage there was nothing more I could do for this sorry situation.

POL00106906

POL00106906

Area Intervention and Rural Support Manager Visit Log

Date and issue	31.5.06				
Branch	**N Bransholme**	**Postcode**	**Hu75DD**	**Fad Code**	174321x
Details of visit / phone call	31.5.06 log 973 changing codes and key fobs				
Date of visit / phone call	31.5.06	Name AIM/RSM	Di Hoyles		
Length of visit / phone call	1hour	**Segment**	Urban	**Actively Account Managed? Y/N**	Yes
Hardship Y/N	N/a	**ATM? (Note type, eg self fill)**	N/a	**Visit / Phone Call**	

Mandatory requirement on all visits (to be completed by AIM/RSM)			
Bal/ Suspense. Check last 2 Branch Trading Statements (Record the amounts)	**Date £**	**Date £**	**Amounts in suspense acct and why £**
Restrictions – Please use attached guidelines to annotate restricted products the Spmr is transacting on the retail side of the business			
ONCH Check declarations (end of day) FONCH Check sales against holdings			
Name of person you saw at the branch			

Is the office in the correct Branch Trading Period	Yes/No
Is Mail accessible to the public? – If yes complete Mails integrity proforma	Yes/No
Has Spmr and all staff completed the Regulatory Compliance Training Workbook (OL55) and recorded on Horizon – check that the Horizon receipts are stapled to the copy of the Workbook	Yes/No
Has the Security Operations Manual COMB 58/1 been updated	Yes/No
Are there any breaches to the security standards	Yes/No
Check understanding of settling transactions to Debit Card / MBS 373	Yes/No
Current product of the month posters/ leaflets received and displayed	Yes/No
Current POPOS/urban format posters/leaflets received and displayed	Yes/No
See +1 retail standards and aide memoir to mark accordingly Are the retail standards/+1 standards being met	Yes/No

POL00106906

POL00106906

Optional dependant on visit

Last Gapbuster results discussed if needed	
Any other current issues	
Opening times are displayed and correct	
ATM at branch poster displayed	
High risk audit issues are discussed where needed and actions set for non re-occurrence.	

Corrective action

Have you observed any underperformance issues during your visit	Y/N
Did you issue an oral warning	Y/N
Do you think a written warning is required	Y/N

If you have observed any under performance the corrective action process must be followed. Oral warnings should be issued where necessary and follow up visits diarised to review the under performance area. If a written warning is due or there are any actions for POL staff, please can you annotate this on your visit log and make this clear to the Area Intervention Office when you return the completed visit log

Detail any additional actions to be followed up by Spmr /C&SM/APM/Admin or other	**WHO**	**DEADLINE DATE**	**DONE**
Report please read	CM		

EXPAND ON THE VISIT - PLEASE INCLUDE WHERE UNDERPERFORMANCE DISCUSSIONS HAVE TAKEN PLACE, ANY LETTER REQUESTED/CLARIFY ANY POINT

I went today to meet the engineer on site to change the key fobs and the safe code this has now been done and I had to let Romec know I was the key holder for the office in case of a callout.

POL00106906

POL00106906

There was some mail there that had been pushed through and I took this to bransholme Bo as there was two cards for customers. Also when we got there there was a notice on the door about being a thief which I assume the shop staff must have put on the door as they do not get on with the po staff. It was a properly printed one possibly for the shop originally. I also had a call from a member of staff Colleen but I told her to contact the helpline.

Also there are three sets of safe keys and I only have two so we may need to think about changing the safe keys and the door key should someone take the po on.

POL00106906

POL00106906

Microsoft Access - [Assistants Database]

File Edit View Insert Format Records Tools Window Help

P356 Data

Select Office:

Find by Pay Number | Find Assistant | Find by NI no. | Find by FAD | Find Assistant in Archive | Find by NI in Archive | Check in P356 | Update Checked in P356 | Returned to Office with Query | P356 Find Individual Office

Returned P356 ? ☐ P356 Reminder Sent No P356 Returned to Office

Office NORTH BRANSHOLME POST OFFICE

FAD 174321 Pay Number GRO Nominee ☑

Region 852 NORTH EAST

SPMR Title MISS Temporary

SPMR First Name JANET LOUISE

SPMR Last Name SKINNER

Status T/CLOSED

Satellite ☐ Parent Office FAD

GRO

Tel. No. GRO

Contract Manager Vicky Harrison

Address Leeds Area Intervention Office

Assistants:

First Name(s)	Last Name	Birth Date	Nat Ins No.	Type	Started	Ceased	Reason for Leaving	Relation	P250 Sent from P356 Data	Date P250 Sent	FAD	Horizon User ID
KATHERINE	AYRES	GRO		GENERAL	11/06/1999				☐		174321	
ANGELA	HAGEN			GENERAL	11/03/2001				☐		174321	
TANIA ANN	MORRIS			GENERAL	01/10/2001				☐		174321	
MICHELLE	WARD			OIC	10/02/1997				☐		174321	
SHARON	WRIGHT			GENERAL	10/05/2002				☐		174321	

Record: 11469 of 18077

Form View

CAPS NUM

POL00106906

POL00106906

Branch Code	Branch Name	Date of Audit	First Name	Last Name	Horizon User ID	Action taken to rectify Anomilies
174321	North Bransholme	31/05/2006				
			Colleen	Kays	CKA001	Removed from system
			Colleen	Kays	CKA002	Removed from system
			Janet	Skinner	JLS001	Removed from system
			Janet	Skinner	JSK002	Removed from system
			Kathryn	Ayres	KAA001	Removed from system
			Kathryn	Ayres	KAY001	Removed from system
			Toni	Harim	THA001	Removed from system
			Theresa	Holmes	THO001	Removed from system
			Wendy	Lyell	WLY001	Removed from system
			Lynne	Eastwood	LEA001	

Apparently only:- Holmes
Lyell - Stee
Skinner
Ayres
Kays

were the individuals working at
Nth Bransholme -

gone to Warrne

POL00106906

POL00106906

IN CONFIDENCE

Offender Reporting Form to be e mailed to Casework team and for DMBs the Service Operations Manager, SPSO the Contract and Service Manager, Cash Services the Senior Service Delivery Manager and for Multiple Partner Branches multiples GRO within two (working) days of interview)			
Case file number:	POLTD/0607/0108		
Case Category:	Immediate Open Enquiry		
Date case set up:	01/06/06		
Full Name(s) of person interviewed:	Janet Louise Skinner		
Grade:	Subpostmisstress		
Office:	North Bransholme		
Branch Code:	174321		
Postcode:	HU7 5DD		
Type of enquiry:	Audit shortage / False Accounting		
Contract & Service Manager:	Vicky Harrison		
BRIEF summary of facts in case:	Rural Intervention Manager attended office to check the cash on hand due to holdings figures being excessive. Spmr stated cash would be £40k short. Audit took place the following day revealed the shortage being over £59k		
Date of interview:	01/06/2006		
BRIEF summary of admissions/denials made at interview:	Admitted false accounting since Nov 2004. Spmr thinks a clerk has been taking cash. Spmr made no addmissions to theft.		
Date of suspension (if applicable):	30/05/2006		
Suspended on the authority of (If applicable)	Diane Hoyles		
Date of resignation (if applicable):			
Relevant Contract & Service Manager, Operations Manager, Senior Service Delivery Manger or multiples@postoffice.co.uk informed of resignation (if applicable):	Select		
Date of arrest (if applicable):	N/A		
Identified loss (at time of interview):	£59,175.39		
Recovery (include date):			
Outcome (i.e. suspended/office closed):	Office Closed		
Further investigations required: i.e. Further Interviews, further checks – for full details please contact the Investigation Manager	Yes		
Has this case been reported to a Financial Investigator:	Yes		
Any other comments:			
Officer In Case:	Diane Matthews	Team Leader:	Paul Dawkins

POL00106906

POL00106906

Branch Intervention Log
Telephone Contact

Branch Name	North Bransholme	Postcode	HU7 5DD
Date of Call	27/02/2006	FAD CODE	174321
Person Making the call	Stephen Hough	Role/Job in P.O.L.	PO Admin

Issue Raised	PM JANET SKINNER USED TO BE PM AT BODMIN RD. 300321 AND WOULD LIKE SOME FINANCIAL DETAILS OF THE OFFICE WHEN SHE WAS PM. HR UNABLE TO HELP GRO
Response by SPM	PM wanted a print out of her balances during the time she worked at Bodmin Road PO for tax purposes.
Resolution agreed on the call	I would ring Chesterfield to see if this was possible.
Any other issues raised or dealt with	
Follow up actions required	After ringing Chesterfield I informed the PM that they were unable to supply her with this information.

POL00106906

POL00106906

Branch Intervention Log
Telephone Contact

Branch Name	North Bransholme Log no 555	Postcode	HU7 5DD
Date of Call	24.4.06	FAD CODE	174321
Person Making the call	Di Hoyles	Role/Job in P.O.L.	RSM

Issue Raised	None completion / return of P356 The script was read out to the postmistress Janet Skinner
Response by SPM	She told me she thought it was with her accountants so I asked her if she could copy it and send it on to us. She said would it be possible to get another P356 and she would ring her accountants and send it in by the 28 th April . I told her it was contractual that it must be completed and will get another one sent to the office today I will e mail Frank Chamberlain
Resolution agreed on the call	To complete and return by the 28th April
Any other issues raised or dealt with	
Follow up actions required	

POL00106906

POL00106906

Branch Intervention Log
Telephone Contact

Branch Name	North Branshelme-63	Postcode	HU7 5DD
Date of Call	10.4.06	FAD CODE	174321
Person Making the call	Di Hoyles	Role/Job in P.O.L.	RSM

Issue Raised	FSA compliance test not actioned yet
Response by SPM	I discussed the FSA test and explained how to do it on the Horizon system and that the book must be completed first by all staff . Also that the receipts must be attached to the book on the back page and all staff must do this on the computer as well. Postmaster ok with this and agreed to action will do today .
Resolution agreed on the call	Told that it will be actioned today.
Any other issues raised or dealt with	None
Follow up actions required	None

POL00106906

POL00106906

Angela Bettison
27/06/2006 14:02

To: Vicky Harrison/e/POSTOFFICE GRO
cc:
Subject: North Bransholme 174321X

Angela Bettison

Area Intervention Manager
Post Office Ltd
Sales and Service

The Markets DMB, 6/16 New York Street, LEEDS, LS2 7DZ

Postline GRO
External Email: GRO

----- Forwarded by Angela Bettison/e/POSTOFFICE on 27/06/2006 14:02 -----

David Dixon
27/06/2006 13:50

To: Angela Bettison/e/POSTOFFICE GRO Paul Duckworth/e/POSTOFFICE GRO
cc:
Subject: North Bransholme 174321X

Angela,

I have attached two files with information relating to this branch. All the figures in black bold type denote an invalid cash declaration made by the branch. The information also shows you the daily usages of cash, the planned orders, what the office booked in and out of the branch, what the cash centre booked in from or out to the branch, and the second file gives you a complete denominational breakdown for the daily cash declarations.

I will not be in the office again until Friday 30th June, then I'll be off from Monday 3rd July and will not be back in the office until Monday 10th July. I have copied in Paul, so he has the information in case you need to query anything.

174321xINFO.xls 174321xONCHbreakdown.xls

Regards

David Dixon
Retail Cash Management
Leeds
GRO

POL00106906

POL00106906

	Date	£100 Note	£50 Note	£20 Note	£10 Note	£5 Note	£2 Coin	£1 Coin	50p Coin	20p Coin	10p Coin	5p Coin	2p Coin	1p Coin	Unprocessed Foreign Coin	Unusable Note	£5 Unusable Note	£5 Nelson Coin	Unusable Coin	Totals
Sun	01.01.2006	0	0	30,640	28,520	1,870	446	7,684	833	906	540	355	108	83	1	60	0	0	0	72046
Mon	02.01.2006	0	0	30,640	28,520	1,870	446	7,684	833	906	540	355	108	83	1	60	0	0	0	72046
Tue	03.01.2006	0	0	60,640	47,520	1,875	446	7,688	833	906	540	355	108	83	1	60	0	0	0	121055
Wed	04.01.2006	0	0	49,300	47,520	1,875	446	7,688	833	906	540	355	108	83	1	60	0	0	0	109715
Thu	05.01.2006	0	0	26,200	20,610	2,285	446	3,678	833	906	540	355	108	83	1	60	0	0	0	56105
Fri	06.01.2006	0	0	51,600	46,010	2,285	446	3,678	833	906	540	355	108	83	1	60	0	0	0	106905
Sat	07.01.2006	0	0	51,500	45,960	2,235	446	3,674	833	906	540	354	108	83	1	60	0	0	0	106700
Sun	08.01.2006	0	0	51,500	45,960	2,235	446	3,674	833	906	540	354	108	83	1	60	0	0	0	106700
Mon	09.01.2006	0	24,734	24,733	24,724	24,734	0	0	0	0	0	0	0	0	0	0	0	0	0	98925
Tue	10.01.2006	0	4,046	4,046	4,045	4,045	0	0	0	0	0	0	0	0	0	0	0	0	0	16182
Wed	11.01.2006	0	4,876	4,876	4,873	4,875	0	0	0	0	0	0	0	0	0	0	0	0	0	19500
Thu	12.01.2006	0	4,675	4,675	4,673	4,674	0	0	0	0	0	0	0	0	0	0	0	0	0	18697
Fri	13.01.2006	0	8,416	8,414	8,411	8,412	0	0	0	0	0	0	0	0	0	0	0	0	0	33653
Sat	14.01.2006	0	5,920	5,920	5,920	5,919	0	0	0	0	0	0	0	0	0	0	0	0	0	23680
Sun	15.01.2006	0	5,920	5,920	5,920	5,919	0	0	0	0	0	0	0	0	0	0	0	0	0	23680
Mon	16.01.2006	0	4,097	4,096	4,092	4,096	0	0	0	0	0	0	0	0	0	0	0	0	0	16381
Tue	17.01.2006	0	4,171	4,171	4,169	4,169	0	0	0	0	0	0	0	0	0	0	0	0	0	16680
Wed	18.01.2006	0	4,874	4,874	4,872	4,874	0	0	0	0	0	0	0	0	0	0	0	0	0	19494
Thu	19.01.2006	0	2,668	2,667	2,665	2,667	0	0	0	0	0	0	0	0	0	0	0	0	0	10667
Fri	20.01.2006	0	7,750	7,750	7,746	7,747	0	0	0	0	0	0	0	0	0	0	0	0	0	30993
Sat	21.01.2006	0	7,013	7,012	7,010	7,012	0	0	0	0	0	0	0	0	0	0	0	0	0	28047
Sun	22.01.2006	0	7,013	7,012	7,010	7,012	0	0	0	0	0	0	0	0	0	0	0	0	0	28047
Mon	23.01.2006	0	5,347	5,345	5,343	5,347	0	0	0	0	0	0	0	0	0	0	0	0	0	21382
Tue	24.01.2006	0	4,269	4,269	4,266	4,267	0	0	0	0	0	0	0	0	0	0	0	0	0	17071
Wed	25.01.2006	0	350	31,580	27,830	2,580	642	2,984	609	583	317	251	72	56	2	325	0	10	0	68191
Thu	26.01.2006	0	350	28,100	24,620	2,580	642	2,984	609	583	317	251	72	56	2	325	0	10	0	61501
Fri	27.01.2006	0	7,712	7,711	7,710	7,710	0	0	0	0	0	0	0	0	0	0	0	0	0	30843
Sat	28.01.2006	0	6,888	6,886	6,882	6,885	0	0	0	0	0	0	0	0	0	0	0	0	0	27541
Sun	29.01.2006	0	6,888	6,886	6,882	6,885	0	0	0	0	0	0	0	0	0	0	0	0	0	27541
Mon	30.01.2006	0	5,172	5,173	5,167	5,170	0	0	0	0	0	0	0	0	0	0	0	0	0	20682
Tue	31.01.2006	0	350	37,700	34,480	3,165	640	2,984	629	593	327	251	72	56	0	325	0	10	2	81584
Wed	01.02.2006	0	350	33,760	30,610	2,550	640	2,397	829	740	327	251	72	56	0	325	0	10	2	72919
Thu	02.02.2006	0	350	29,440	27,490	2,550	640	3,796	933	947	327	167	72	56	0	325	0	10	2	67105
Fri	03.02.2006	0	7,784	7,784	7,782	7,783	0	0	0	0	0	0	0	0	0	0	0	0	0	31133
Sat	04.02.2006	0	6,820	6,820	6,821	6,820	0	0	0	0	0	0	0	0	0	0	0	0	0	27281
Sun	05.02.2006	0	6,820	6,820	6,821	6,820	0	0	0	0	0	0	0	0	0	0	0	0	0	27281
Mon	06.02.2006	0	350	25,600	22,310	1,975	640	3,816	953	967	347	170	72	56	0	325	0	10	2	57593
Tue	07.02.2006	0	350	23,440	19,920	1,170	640	2,671	953	967	347	170	72	56	0	325	0	10	2	51093
Wed	08.02.2006	0	6,995	6,994	6,991	6,992	0	0	0	0	0	0	0	0	0	0	0	0	0	27972
Thu	09.02.2006	0	0	23,460	17,310	870	640	3,016	781	527	297	170	72	56	0	0	0	10	2	47211
Fri	10.02.2006	0	7,582	7,581	7,580	7,580	0	0	0	0	0	0	0	0	0	0	0	0	0	30323
Sat	11.02.2006	0	6,327	6,326	6,326	6,326	0	0	0	0	0	0	0	0	0	0	0	0	0	25305
Sun	12.02.2006	0	6,327	6,326	6,326	6,326	0	0	0	0	0	0	0	0	0	0	0	0	0	25305
Mon	13.02.2006	0	0	16,840	13,970	245	640	4,663	781	527	313	111	86	56	2	0	0	10	0	38244
Tue	14.02.2006	0	0	19,900	16,280	2,005	640	4,663	781	527	313	266	86	56	2	0	0	10	0	45529
Wed	15.02.2006	0	0	16,860	14,500	1,250	640	4,663	781	527	313	266	86	56	2	0	0	10	0	39954
Thu	16.02.2006	0	0	25,640	18,460	2,205	224	2,673	821	525	293	254	70	47	2	115	0	10	0	51339
Fri	17.02.2006	0	7,244	7,243	7,240	7,242	0	0	0	0	0	0	0	0	0	0	0	0	0	28969
Sat	18.02.2006	0	5,916	5,916	5,913	5,915	0	0	0	0	0	0	0	0	0	0	0	0	0	23660
Sun	19.02.2006	0	5,916	5,916	5,913	5,915	0	0	0	0	0	0	0	0	0	0	0	0	0	23660

POL00106906

POL00106906

Sat	15.04.2006	0	0	25,140	24,260	3,075	16	3,296	570	588	211	213	69	64	0	0	125	0	0	57627
Sun	16.04.2006	0	0	25,140	24,260	3,075	16	3,296	570	588	211	213	69	64	0	0	125	0	0	57627
Mon	17.04.2006	0	0	25,140	24,260	3,075	16	3,296	570	588	211	213	69	64	0	0	125	0	0	57627
Tue	18.04.2006	0	50	22,140	21,830	2,895	64	4,063	1,056	1,370	464	367	124	111	1	35	0	0	0	54570
Wed	**19.04.2006**	**0**	**3,603**	**3,603**	**3,601**	**3,601**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**14408**
Thu	20.04.2006	0	50	22,020	18,610	2,885	34	3,928	935	822	276	347	121	83	1	65	0	0	0	50177
Fri	21.04.2006	0	50	24,660	100,630	3,835	34	3,687	1,068	1,298	570	455	111	99	1	65	0	0	0	136563
Sat	**22.04.2006**	**0**	**5,882**	**5,883**	**5,881**	**5,882**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**23528**
Sun	**23.04.2006**	**0**	**5,882**	**5,883**	**5,881**	**5,882**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**23528**
Mon	24.04.2006	0	50	23,280	18,430	3,345	34	3,496	1,057	1,298	243	237	74	83	1	65	0	0	0	51693
Tue	25.04.2006	0	50	24,800	20,750	2,495	34	3,496	1,057	1,298	243	237	74	83	1	65	0	0	0	54683
Wed	26.04.2006	0	50	33,280	29,280	2,680	46	3,648	787	818	231	317	68	44	24	135	120	0	0	71528
Thu	27.04.2006	0	50	41,080	31,610	3,455	46	4,592	787	1,049	364	338	68	44	24	135	120	0	0	83762
Fri	28.04.2006	0	50	31,080	37,410	1,955	46	3,571	683	949	164	338	68	44	24	135	120	0	0	76637
Sat	29.04.2006	0	50	33,140	33,470	2,090	46	2,511	661	957	149	332	68	44	24	135	120	0	0	73797
Sun	30.04.2006	0	50	33,140	33,470	2,090	46	2,511	661	957	149	332	68	44	24	135	120	0	0	73797
Mon	01.05.2006	0	50	33,140	33,470	2,090	46	2,511	661	957	149	332	68	44	24	135	120	0	0	73797
Tue	02.05.2006	0	250	29,300	27,280	1,845	46	2,718	661	957	149	332	68	44	24	285	120	0	0	64079
Wed	03.05.2006	0	250	29,300	25,720	1,325	46	2,718	635	893	111	247	48	41	24	505	120	0	0	61983
Thu	04.05.2006	0	0	37,080	30,610	3,545	46	4,054	1,042	822	234	357	53	76	0	0	120	0	0	78039
Fri	05.05.2006	0	0	39,200	23,970	3,640	46	3,767	940	767	208	243	31	86	0	0	120	0	0	73018
Sat	06.05.2006	0	0	35,340	23,550	2,925	46	3,015	903	706	183	374	50	76	0	0	0	0	0	67168
Sun	07.05.2006	0	0	35,340	23,550	2,925	46	3,015	903	706	183	374	50	76	0	0	0	0	0	67168
Mon	08.05.2006	0	0	57,040	25,050	3,425	46	3,015	903	706	183	374	50	76	0	0	0	0	0	90868
Tue	**09.05.2006**	**0**	**0**	**0**	**81,335**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**81335**
Wed	**10.05.2006**	**0**	**0**	**0**	**82,201**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**82201**
Thu	**11.05.2006**	**0**	**0**	**0**	**93,721**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**93721**
Fri	12.05.2006	0	0	44,260	36,260	1,875	0	4,131	183	1,024	208	211	86	67	0	0	0	0	0	88305
Sat	13.05.2006	0	0	30,460	26,260	1,770	0	3,611	1,112	939	178	167	92	85	0	0	0	0	0	64674
Sun	14.05.2006	0	0	30,460	26,260	1,770	0	3,611	1,112	939	178	167	92	85	0	0	0	0	0	64674
Mon	15.05.2006	0	0	28,780	22,460	1,095	0	3,018	816	898	164	155	49	43	0	0	0	0	0	57478
Tue	16.05.2006	0	0	29,000	26,640	1,455	0	4,019	1,094	1,116	243	261	92	72	1	80	0	0	0	64073
Wed	**17.05.2006**	**0**	**0**	**0**	**78,556**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**78556**
Thu	**18.05.2006**	**0**	**0**	**0**	**76,078**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**76078**
Fri	**19.05.2006**	**0**	**0**	**0**	**72,602**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**72602**
Sat	**20.05.2006**	**0**	**0**	**0**	**74,183**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**74183**
Sun	**21.05.2006**	**0**	**0**	**0**	**74,183**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**74183**
Mon	**22.05.2006**	**0**	**0**	**0**	**65,275**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**65275**
Tue	**23.05.2006**	**0**	**0**	**0**	**77,291**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**77291**
Wed	24.05.2006	0	3,850	24,140	24,440	3,190	300	5,533	933	797	243	376	75	64	1	45	0	0	0	63987
Thu	25.05.2006	0	250	9,140	10,440	1,295	300	2,433	723	575	122	255	66	47	1	45	0	0	0	25692
Fri	**26.05.2006**	**0**	**0**	**0**	**77,693**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**77693**
Sat	**27.05.2006**	**0**	**0**	**0**	**78,776**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**78776**
Sun	**28.05.2006**	**0**	**0**	**0**	**78,776**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**78776**
Mon	**29.05.2006**	**0**	**0**	**0**	**78,776**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**78776**
Tue	30.05.2006	0	250	3,240	3,530	585	0	1,654	106	236	89	164	22	18	1	45	0	0	0	9940
Wed	31.05.2006	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

POL00106906

POL00106906

Mon	20.02.2006	0	200	18,820	15,410	570	200	1,777	741	193	244	227	69	33	12	135	0	10	0	38641
Tue	21.02.2006	0	200	27,100	20,980	1,675	200	3,683	741	193	244	227	69	33	12	135	0	10	0	55502
Wed	22.02.2006	0	50	19,320	20,420	2,640	172	5,556	1,034	1,046	264	252	98	73	12	135	0	10	0	51082
Thu	23.02.2006	0	50	20,800	22,170	2,640	172	3,018	1,034	1,046	264	252	98	73	12	135	0	10	0	51774
Fri	**24.02.2006**	**0**	**7,238**	**7,237**	**7,235**	**7,237**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**28947**
Sat	**25.02.2006**	**0**	**5,911**	**5,911**	**5,907**	**5,909**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**23638**
Sun	**26.02.2006**	**0**	**5,911**	**5,911**	**5,907**	**5,909**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**23638**
Mon	27.02.2006	0	50	15,020	13,310	1,145	172	3,018	1,034	1,046	264	252	98	73	12	135	0	10	0	35639
Tue	28.02.2006	0	50	18,020	19,820	2,495	172	3,018	1,034	1,046	264	252	98	73	12	135	0	10	0	46499
Wed	01.03.2006	0	250	13,420	15,490	1,445	172	2,394	901	794	242	226	80	67	17	265	0	15	0	35778
Thu	02.03.2006	0	250	19,120	20,880	2,545	172	2,134	878	707	213	219	79	65	17	305	0	15	0	47599
Fri	**03.03.2006**	**0**	**7,243**	**7,243**	**7,239**	**7,240**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**28965**
Sat	**04.03.2006**	**0**	**5,914**	**5,915**	**5,913**	**5,914**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**23656**
Sun	**05.03.2006**	**0**	**5,914**	**5,915**	**5,913**	**5,914**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**23656**
Mon	06.03.2006	0	250	11,720	12,810	1,495	172	1,563	541	374	138	168	79	65	17	305	0	15	0	29712
Tue	07.03.2006	0	50	17,500	15,980	865	172	4,396	869	836	373	401	79	65	22	305	0	0	0	41913
Wed	08.03.2006	0	50	16,540	13,050	900	172	5,017	858	856	304	379	78	62	27	305	0	0	0	38598
Thu	09.03.2006	0	50	18,480	20,820	3,625	172	4,796	855	827	295	366	77	60	27	305	0	0	0	50755
Fri	10.03.2006	0	50	20,660	19,960	3,340	50	4,531	837	827	508	366	66	48	27	305	0	0	0	51575
Sat	11.03.2006	0	50	18,660	18,960	3,340	50	4,531	937	827	508	366	66	48	27	305	0	0	0	48675
Sun	12.03.2006	0	50	18,660	18,960	3,340	50	4,531	937	827	508	366	66	48	27	305	0	0	0	48675
Mon	13.03.2006	0	50	14,480	14,310	2,490	50	6,563	914	808	494	345	64	41	27	305	0	0	0	40941
Tue	14.03.2006	0	50	13,960	17,490	2,490	50	6,563	914	808	494	345	64	41	27	305	0	0	0	43601
Wed	15.03.2006	0	50	16,500	15,110	1,795	50	5,894	892	767	384	316	60	35	27	305	0	0	0	42185
Thu	16.03.2006	0	50	19,080	17,790	2,735	50	5,357	892	767	384	316	60	35	27	305	0	0	0	47848
Fri	17.03.2006	0	50	21,720	18,490	2,335	50	4,557	892	784	358	316	70	32	27	305	0	0	0	49986
Sat	18.03.2006	0	50	20,700	17,490	2,400	50	4,466	792	664	298	406	68	26	27	305	0	0	0	47742
Sun	19.03.2006	0	50	20,700	17,490	2,400	50	4,466	792	664	298	406	68	26	27	305	0	0	0	47742
Mon	20.03.2006	0	150	14,520	14,410	1,705	50	3,483	727	613	151	257	53	52	27	305	125	0	0	36628
Tue	21.03.2006	0	250	16,680	17,280	1,295	50	3,056	717	558	149	245	53	52	27	305	125	0	0	40842
Wed	22.03.2006	0	250	25,240	21,210	1,700	76	3,056	717	558	149	293	53	52	27	305	125	0	0	53811
Thu	23.03.2006	0	0	19,140	18,940	2,705	76	4,910	881	820	328	257	116	94	0	0	125	0	0	48392
Fri	24.03.2006	0	0	20,460	16,460	4,340	76	4,910	881	820	328	257	116	94	0	0	125	0	0	48867
Sat	**25.03.2006**	**0**	**5,958**	**5,957**	**5,955**	**5,957**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**23827**
Sun	**26.03.2006**	**0**	**5,958**	**5,957**	**5,955**	**5,957**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**23827**
Mon	27.03.2006	0	0	15,320	13,280	1,625	40	3,961	962	775	310	234	130	81	0	0	125	0	0	36843
Tue	28.03.2006	0	0	19,100	15,540	1,890	84	3,496	942	747	297	230	124	78	0	0	125	0	0	42653
Wed	29.03.2006	0	0	15,320	12,940	1,145	84	3,363	925	726	274	214	118	76	0	0	125	0	0	35310
Thu	30.03.2006	0	0	23,300	19,790	1,865	84	3,896	904	713	250	214	115	73	5	35	125	0	0	51369
Fri	31.03.2006	0	0	19,200	18,770	1,465	84	3,431	847	674	250	214	115	73	5	35	125	0	0	45288
Sat	01.04.2006	0	0	25,580	19,040	1,565	84	2,294	770	645	206	209	103	67	5	35	125	0	0	50728
Sun	02.04.2006	0	0	25,580	19,040	1,565	84	2,294	770	645	206	209	103	67	5	35	125	0	0	50728
Mon	03.04.2006	0	0	19,340	13,320	1,145	84	2,066	751	622	153	177	91	62	5	35	125	0	0	37976
Tue	04.04.2006	0	0	22,220	19,590	2,300	84	3,820	751	622	153	177	91	62	5	35	125	0	0	50035
Wed	05.04.2006	0	200	17,100	16,140	1,450	84	3,611	968	684	331	343	98	61	5	210	125	0	0	41410
Thu	06.04.2006	0	200	17,100	16,140	1,450	84	3,611	968	684	331	343	98	61	5	210	125	0	0	41410
Fri	07.04.2006	0	200	17,280	17,110	1,690	16	3,071	737	564	208	342	71	59	5	210	125	0	0	41688
Sat	08.04.2006	0	200	17,960	16,460	1,540	16	1,531	637	344	208	311	66	59	5	210	125	0	0	39672
Sun	09.04.2006	0	200	17,960	16,460	1,540	16	1,531	637	344	208	311	66	59	5	210	125	0	0	39672
Mon	**10.04.2006**	**0**	**9,204**	**9,201**	**9,200**	**9,200**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**36805**
Tue	11.04.2006	0	0	21,300	18,850	2,525	16	4,267	874	820	312	356	92	77	0	0	125	0	0	49614
Wed	12.04.2006	0	0	15,820	13,740	1,145	16	4,763	836	800	306	314	90	51	0	0	125	0	0	38006
Thu	13.04.2006	0	0	25,140	24,260	3,075	16	3,296	570	588	211	213	69	64	0	0	125	0	0	57627
Fri	14.04.2006	0	0	25,140	24,260	3,075	16	3,296	570	588	211	213	69	64	0	0	125	0	0	57627

POL00106906

POL00106906

	Date	Declared Cash Total	Net Cash Usage	Payments	Planned Orders	Scanned in/out by office: Collections	Scanned in/out by office: Deliveries	Booked into/out of the cash centre: Collections	Booked into/out of the cash centre: Deliveries
Sun	01.01.2006	72,045.05	0	0					
Mon	02.01.2006	72,045.05	0	23,680.00	I	I	I		
Tue	03.01.2006	121,054.48	-2,749.43	18,195.71	N	N	N	30,656.00	46,260.00
Wed	04.01.2006	109,714.48	11,340.00	16,245.15	F	F	F		
Thu	05.01.2006	98,104.48	15,305.00	12,203.68	O	O	O		
Fri	06.01.2006	106,904.48	-10,800.00	10,409.61	R	R	R		40,000.00
Sat	07.01.2006	106,699.56	204.92	4,406.43	M	M	M		
Sun	08.01.2006	106,699.56	0	0	A	A	A		
Mon	09.01.2006	**98,925.00**	7,774.56	24,717.86	T	T	T	38,305.00	
Tue	10.01.2006	**16,182.00**	82,743.00	19,051.37	I	I	I		
Wed	11.01.2006	**19,500.00**	-3,318.00	16,080.91	O	O	O		
Thu	12.01.2006	**18,697.00**	-15,257.00	12,569.99	N	N	N		2,160.00
Fri	13.01.2006	**33,653.00**	5,044.00	11,395.58				18,220.00	20,000.00
Sat	14.01.2006	**23,680.00**	9,973.00	4,304.58	N	N	N		
Sun	15.01.2006	**23,680.00**	0	0	O	O	O		
Mon	16.01.2006	**16,381.00**	7,299.00	23,042.43	T	T	T		
Tue	17.01.2006	**16,680.00**	19,801.00	19,451.13					20,100.00
Wed	18.01.2006	**19,494.00**	-2,814.00	16,570.11	A	A	A		
Thu	19.01.2006	**10,667.00**	8,827.00	15,407.51	V	V	V		2,160.00
Fri	20.01.2006	**30,993.00**	1,674.00	12,334.67	A	A	A		22,000.00
Sat	21.01.2006	**28,047.00**	2,946.00	4,418.28	I	I	I		
Sun	22.01.2006	**28,047.00**	0	0	L	L	L		
Mon	23.01.2006	**21,382.00**	6,665.00	23,616.15	A	A	A	2,160.00	
Tue	24.01.2006	**17,071.00**	19,331.00	20,279.55	B	B	B		15,020.00
Wed	25.01.2006	68,190.04	-51,119.04	18,600.32	L	L	L		
Thu	26.01.2006	61,500.04	6,690.00	15,837.74	E	E	E		
Fri	27.01.2006	**30,843.00**	30,657.04	12,867.49					
Sat	28.01.2006	**27,541.00**	3,302.00	4,651.58					
Sun	29.01.2006	**27,541.00**	0	0					
Mon	30.01.2006	**20,682.00**	6,859.00	23,178.77					
Tue	31.01.2006	81,583.04	-27,301.04	21,087.17					33,600.00
Wed	01.02.2006	72,917.84	8,665.20	16,239.35					
Thu	02.02.2006	67,104.69	7,973.15	16,625.46					2,160.00
Fri	03.02.2006	**31,133.00**	35,971.69	13,258.79					
Sat	04.02.2006	**27,281.00**	3,852.00	4,571.98					
Sun	05.02.2006	**27,281.00**	0	0					
Mon	06.02.2006	57,592.41	-30,311.41	23,726.06					
Tue	07.02.2006	51,092.41	6,500.00	21,679.53					20,020.00
Wed	08.02.2006	**27,972.00**	43,140.41	16,785.69					
Thu	09.02.2006	47,210.01	-22,473.01	15,386.87					2,160.00
Fri	10.02.2006	**30,323.00**	16,887.01	11,489.74					
Sat	11.02.2006	**25,305.00**	5,018.00	4,660.61					
Sun	12.02.2006	**25,305.00**	0	0					
Mon	13.02.2006	38,243.14	-12,938.14	22,488.80				5,395.00	
Tue	14.02.2006	45,528.59	8,914.55	19,536.43					16,200.00
Wed	15.02.2006	39,953.59	5,575.00	16,067.83					
Thu	16.02.2006	51,338.74	9,614.85	15,412.86					21,000.00
Fri	17.02.2006	**28,969.00**	22,369.74	14,180.13					
Sat	18.02.2006	**23,660.00**	5,309.00	4,196.51					
Sun	19.02.2006	**23,660.00**	0	0					
Mon	20.02.2006	38,639.95	-14,979.95	24,519.21					
Tue	21.02.2006	55,500.95	4,159.00	19,911.80					21,020.00
Wed	22.02.2006	51,082.93	4,418.02	17,284.94					
Thu	23.02.2006	51,774.93	16,308.00	14,122.13					17,000.00
Fri	24.02.2006	**28,947.00**	22,827.93	13,525.26					
Sat	25.02.2006	**23,638.00**	5,309.00	4,598.80					
Sun	26.02.2006	**23,638.00**	0	0					

POL00106906

POL00106906

Mon	27.02.2006	35,639.93	-12,001.93	25,437.58					
Tue	28.02.2006	46,499.93	6,340.00	21,097.03					17,200.00
Wed	01.03.2006	35,778.25	10,721.68	16,127.31					
Thu	02.03.2006	47,597.87	3,680.38	15,070.97					15,500.00
Fri	03.03.2006	**28,965.00**	18,632.87	12,184.20					
Sat	04.03.2006	**23,656.00**	5,309.00	4,340.01					
Sun	05.03.2006	**23,656.00**	0	0					
Mon	06.03.2006	29,710.82	-6,054.82	23,489.37	0	0	0		
Tue	07.03.2006	41,912.47	4,948.35	21,732.86	-1,757.00	0	17,150.00		17,150.00
Wed	08.03.2006	38,596.93	3,315.54	17,232.22	0	0	0		
Thu	09.03.2006	50,754.80	6,842.13	13,891.06	14,076.00	0	19,000.00		19,000.00
Fri	10.03.2006	51,575.45	-820.65	11,782.79	0	0	0		
Sat	11.03.2006	48,675.45	2,900.00	5,530.13	0	0	0		
Sun	12.03.2006	48,675.45	0	0	0	0	0		
Mon	13.03.2006	40,941.45	7,734.00	22,651.15	0	0	0		
Tue	14.03.2006	43,601.45	17,485.00	17,812.91	-18,426.00	0	20,145.00		5,145.00
Wed	15.03.2006	42,184.25	1,417.20	17,506.13	0	0	0		
Thu	16.03.2006	47,847.25	7,377.00	15,918.23	11,142.00	0	13,040.00		13,040.00
Fri	17.03.2006	49,985.12	-2,137.87	12,998.01	0	0	0		
Sat	18.03.2006	47,740.97	2,244.15	4,336.91	0	0	0		
Sun	19.03.2006	47,740.97	0	0	0	0	0		
Mon	20.03.2006	36,628.93	11,112.04	23,563.02	0	0	0		
Tue	21.03.2006	40,841.98	426.95	21,408.57	-18,130.00	0	4,640.00		4,640.00
Wed	22.03.2006	53,810.32	-12,968.34	15,073.91	0	0	0		
Thu	23.03.2006	48,390.47	21,579.65	14,352.73	10,026.00	500.2	16,660.00		16,660.00
Fri	24.03.2006	48,865.47	-475	11,087.23	0	0	0		
Sat	25.03.2006	**23,827.00**	25,038.47	3,623.61	0	0	0	500.2	
Sun	26.03.2006	**23,827.00**	0	0	0	0	0		
Mon	27.03.2006	36,843.22	-13,016.22	21,673.34	0	0	0		
Tue	28.03.2006	42,653.83	8,189.39	20,295.37	-4,439.00	2,000.00	16,000.00		16,000.00
Wed	29.03.2006	35,309.83	7,344.00	16,663.82	0	0	0	2,000.00	
Thu	30.03.2006	51,368.46	441.37	13,600.71	11,491.00	0	16,500.00		16,500.00
Fri	31.03.2006	45,287.76	6,080.70	15,207.82	0	0	0		
Sat	01.04.2006	50,726.65	-5,438.89	4,902.08	0	0	0		
Sun	02.04.2006	50,726.65	0	0	0	0	0		
Mon	03.04.2006	37,975.11	12,751.54	23,786.29	0	0	0		
Tue	04.04.2006	50,034.11	-1,359.00	19,892.63	-24,266.00	1,060.00	11,760.00		11,760.00
Wed	05.04.2006	41,409.30	8,624.81	17,784.12	0	0	0		
Thu	06.04.2006	41,409.30	11,500.00	14,598.77	6,796.00	0	11,500.00		11,500.00
Fri	07.04.2006	41,687.88	-278.58	12,631.74	0	0	0	1,060.00	
Sat	08.04.2006	39,671.93	2,015.95	4,680.71	0	0	0		
Sun	09.04.2006	39,671.93	0	0	0	0	0		
Mon	10.04.2006	**36,805.00**	2,866.93	23,089.52	0	0	0		
Tue	11.04.2006	49,614.29	7,155.71	17,899.41	5,839.00	625	20,590.00		20,590.00
Wed	12.04.2006	38,005.57	11,608.72	17,810.81	0	0	0	625	
Thu	13.04.2006	57,626.11	18,119.46	32,424.72	34,866.00	0	37,740.00		37,740.00
Fri	14.04.2006	57,626.11	0	12,374.00	0	0	0		
Sat	15.04.2006	57,626.11	0	7,892.39	0	0	0		
Sun	16.04.2006	57,626.11	0	0	0	0	0		
Mon	17.04.2006	57,626.11	0	23,528.00	0	0	0		
Tue	18.04.2006	54,569.10	16,817.01	24,218.71	-12,032.00	0	13,760.00		13,760.00
Wed	19.04.2006	**14,408.00**	40,161.10	16,084.23	0	0	0		
Thu	20.04.2006	50,177.72	-34,479.72	12,355.86	481	1,210.00	2,500.00		2,500.00
Fri	21.04.2006	136,562.27	-86,384.55	12,126.63	0	0	0		
Sat	22.04.2006	**23,528.00**	113,034.27	4,378.97	0	0	0		
Sun	23.04.2006	**23,528.00**	0	0	0	0	0		
Mon	24.04.2006	51,692.72	-28,164.72	23,744.00	0	0	0	1,210.00	
Tue	25.04.2006	54,682.72	4,010.00	27,394.06	-2,257.00	0	7,000.00		7,000.00
Wed	26.04.2006	71,528.37	-16,845.65	19,838.06	0	0	0		
Thu	27.04.2006	83,762.02	21,546.35	14,307.14	29,273.00	0	33,780.00		33,780.00
Fri	28.04.2006	76,636.92	7,125.10	29,936.86	0	0	0		
Sat	29.04.2006	73,797.72	2,839.20	5,839.98	0	0	0		
Sun	30.04.2006	73,797.72	0	0	0	0	0		

POL00106906

Mon	01.05.2006	73,797.72	0	23,744.00	0	0	0		
Tue	02.05.2006	64,079.72	56,125.72	23,084.79	-47,478.00	0	0		2,760.00
Wed	03.05.2006	61,983.22	2,096.50	18,227.46	0	0	0		
Thu	04.05.2006	78,036.71	14,712.41	15,134.11	29,940.00	394.1	31,160.00	2,760.00	31,160.00
Fri	05.05.2006	73,017.95	5,018.76	11,435.73	0	0	0	394.1	
Sat	06.05.2006	67,168.30	5,849.65	4,957.63	0	0	0		
Sun	07.05.2006	67,168.30	0	0	0	0	0		
Mon	08.05.2006	90,868.30	-23,700.00	23,737.82	0	0	0		
Tue	09.05.2006	**81,335.00**	12,293.30	23,122.43	-40,544.00	0	2,760.00		2,760.00
Wed	10.05.2006	**82,201.00**	9,134.00	15,902.71	0	0	10,000.00		10,000.00
Thu	11.05.2006	**95,721.00**	7,480.00	15,258.08	-35,723.00	0	19,000.00		19,000.00
Fri	12.05.2006	88,304.35	5,416.65	13,927.28	0	0	0		
Sat	13.05.2006	64,674.22	23,630.13	4,422.39	0	0	0		
Sun	14.05.2006	64,674.22	0	0	0	0	0		
Mon	15.05.2006	57,477.59	7,196.63	16,816.71	0	0	0		
Tue	16.05.2006	64,072.35	-3,715.81	20,939.55	-37,219.00	4,381.05	7,260.00		7,260.00
Wed	17.05.2006	**78,556.00**	-14,483.65	16,793.33	0	0	0		
Thu	18.05.2006	**76,078.00**	4,897.00	12,724.60	-6,763.00	4,081.00	6,500.00	4,381.05	6,500.00
Fri	19.05.2006	**72,602.00**	3,476.00	13,793.94	0	0	0	1,081.00	
Sat	20.05.2006	**74,183.00**	-1,581.00	4,984.86	0	0	0		
Sun	21.05.2006	**74,183.00**	0	0	0	0	0		
Mon	22.05.2006	**65,275.00**	8,908.00	20,982.61	0	0	0		
Tue	23.05.2006	**77,291.00**	3,334.00	18,167.35	-54,181.00	0	15,350.00		15,350.00
Wed	24.05.2006	63,987.36	13,303.64	20,903.11	0	0	0		
Thu	25.05.2006	25,690.99	72,616.37	15,911.83	-8,292.00	0	34,320.00		34,320.00
Fri	26.05.2006	**77,693.00**	-52,002.01	26,753.02	0	0	0		
Sat	27.05.2006	**78,776.00**	-1,083.00	6,622.03	0	0	0		
Sun	28.05.2006	**78,776.00**	0	0	0	0	0		
Mon	29.05.2006	**78,776.00**	0	23,744.00	0	0	0		
Tue	30.05.2006	9,939.97	68,836.03	18,709.09	-49,557.00	0	0		40,760.00
Wed	31.05.2006	0	-1,494.52	16,694.00	0	11,434.49	0		
								11,434.49	
								41,000.00	
								2,760.00	

POL001069 06

POL00106906

POL00106906

Miss Janet Skinner
North Bransholme Post Office
1 Lothian Way
North Bransholme
Hull
HU7 5 DD

12th December 2005

Dear Janet,

We recently discussed a change in your remuneration to Traffic Related Pay, this will commence from 1st January 2006. The new contract is currently being drawn up and will be sent to Vicky Harrison (Contracts and Service Manager) to be signed off and you will of course receive a copy.

This means that all of the hard work that you have put into the office in recent weeks will be paid in February's remuneration.

Thank you for your continued hard work and help running North Bransholme Post Office.

Yours Sincerely

Angela Bettison
Area Intervention Manager
Upper Floor/Markets DMB
6/16 New York Street
Leeds
LS2 7DZ

POL00106906

POL00106906

L

TERMS TO BE INCLUDED IN TEMPORARY CONTRACT FOR SUBPOSTMASTER

FULL OFFICE TITLE: NORTH BRANSHOLME

FAD CODE 174321

OUTGOING SPMRS NAME CAROLINE ROUT (TEMP)

FORWARDING ADDRESS GRO

LAST DAY OF SERVICE 27TH MAY 2004

REASON FOR LEAVING RESIGNATION

TEMP SPMRS NAME JANET LOUISE SKINNER

DATE OF APPOINTMENT 27TH MAY 2004

DATE OF BIRTH GRO

NAME AT BIRTH JANET LOUISE SKINNER

PLACE OF BIRTH HULL

N I NUMBER GRO

ADDRESS (1) GRO

PRIVATE ADDRESS (2)

ADDRESS (2) TO BE COMPLETED WHERE RESIDENCE AT ADDRESS (1) IS LESS THAN 2 YEARS

TELEPHONE NUMBER GRO

REMUNERATION

AMOUNT PER MONTH £4533.00 (including intermittent allowances)

BANK TRANSFER

ACCOUNT NAME JANET LOUISE SKINNER

ACCOUNT NUMBER GRO

BANK HALIFAX

BRANCH HULL

SORT CODE GRO

POL00106906

POL00106906

HOURS

HOURS OF BUSINESS	MONDAY	0830-1730
	TUESDAY	0830-1730
	WEDNESDAY	0900-1730
	THURSDAY	0900-1730
	FRIDAY	0900-1730
	SATURDAY	0900-1230

PROPERTY

a) The Temporary Subpostmaster will be responsible for all costs incurred as a result of running the office.

b) The security of the premises will be the Temporary Subpostmaster's sole responsibility.

c) Access will be made available to the Post Office side of the business at all times to Post Office Ltd Personnel.

ASSISTANTS

The Temporary Subpostmaster will be responsible for the recruiting and paying of assistants at the office.

LOSSES AND GAINS/ERROR NOTICES

Any losses or gains and error notices incurred during the Temporary Subpostmastership will be the Temporary Subpostmaster's sole responsibility.

GENERAL

The Temporary Contract will be valid until further notice. The contract may be terminated by either party giving one MONTHS notice.

COMMENTS

SIGNED DATE Cath Oglesby 6.5.2004

RETAIL LINE MANAGER

I acknowledge receipt of this contract and agree the terms and conditions set out.

Signed GRO .....Print name J. SKINNER .....Date 19.08.04

POL00106906

POL00106906

WF

Hull
Local Taxation

RECEIVED
17 AUG 2006

Post Office
Attn Vicky Harrison
Contracts and Services Manager
2nd Floor
Market DMB
6-16 New York Street
Leeds
LS2 7DZ

Account Reference : GRO

Telephone : GRO
Fax.
E-Mail. businessrates GRO

Date: 14/08/2006

Mick Riches

Dear Madam

Business Rates - 4 Grampian Shopping Centre Bransholme.

I refer to your recent letter to my department.

I can confirm that I have applied for a Section 44a certificate on the above premises to establish the rateable value of the unoccupied area for this financial year.

I will get back to you with the value of any reduction to the Business rate, which I would be prepared to grant for a 12 month period only.
I must also advise that any prospective occupier would only qualify if the property was in use and that there would not be any reduction on the property if left void.

Before any relief could be granted I would have to inspect the property whilst it was in use.

Yours faithfully,

GRO

Senior Local Taxation Officer

POL00106906

POL00106906

NORTH BLANSHELME (HU). FILE COPY

224
GODDARD AVENUE
HULL
HU5 2BY

26 July 2006

Vicky Harrison
Contracts & Service Manager
2nd Floor, Markets DMB
6-16 New York Street
Leeds
LS2 7DZ

Dear Vicky Harrison,

In response to your letter dated 24th July, I would like to take the opportunity to put forward the reasons for my actions;

I understand the reasons for the termination of my contract of Post Office Manager. In addition to this I also understand the implications you have listed. I informed Diane Matthews on the 31st May that I had not stolen any money from the Post Office, and again re-iterate this statement. In addition to this I admit that I had falsified records to cover losses, losses I had naively hoped would be found in paperwork. As the amounts worsened as the accounts now show I can only put my not reporting my findings down to sheer panic and hope of resolution. I would like to stress this was not done for purposes of dishonesty.

With regards to Katherine Ayres, mistakes were made by her and discussed in detail, Katherine admitted her error but could not afford to pay back the shortages; I felt that as an employer Katherine needed my support I allowed her against my better judgement the opportunity to pay back monies that were short. Evidently this did not happen, I trusted she would repay this as she was aware I could not afford to make these payments on her behalf, I was not aware this would constitute money lending, I am very shocked that this would be considered, but again understand the implications.

I have worked in the Post Office environment working in different offices around Hull for many years, I have always been considered as a reliable trustworthy member of staff in all offices I have worked in, I have also been in managerial positions in certain offices. At the time of taking over this office I had also taken on Bomin Road office, which regretfully closed down, as it was surplus to requirements. There were no discrepancies at this office.

The office in question became a tense environment; I foolishly discussed the losses with my staff whom I trusted. I can understand all of allegations that have been made against me and am willing to do whatever it takes to make amends for my stupidity, I must stress to you that I have not and never have stolen in my life and feel my own naivety and trust in others has left me in what I consider to be a treacherous frightening situation which cannot redeem myself from.

POL00106906

POL00106906

Sincerely,

GRO

Ms J L Skinner

POL00106906

POL00106906

IN STRICTEST CONFIDENCE

Date 31 May, 2006
From Jane Machen

Subject SUSPENSION OF A SUBPOSTMASTER

OFFICE: North Bransholme

OFFICE CODE: 174/321

POSTCODE: HU7 5DD

The Subpostmaster of this office Miss Janet Louise Skinner (Temp) has been suspended on 30 May 2006

==========

==========

The office closed on 30 May 2006, and will remain closed until further notice.

Alternative office for provision of Post Office services during period of closure: Bransholme FAD: 006/321

Address:

51a Goodhart Road
Bransholme
HULL HU7 4JF

Thank you

Agent Recruitment

POL00106906

POL00106906

Confidential

GRO

12th July 06

www.postoffice.co.uk

Dear Ms Skinner

I am writing following my letter of 27th June 06 in which I gave you opportunity to put forward reasons why your contract for services should not be summarily terminated. This letter was sent to your home address and has been received, so I can only assume that you do not wish to put forward any reasons why I should not terminate your Contract For Services, either at a personal interview or in writing.

Therefore having reviewed the papers relating to this case very carefully and after considering all the facts I have available to me, I have decided to summarily terminate your Contract For Services as Subpostmaster of Post Office®, North Bransholme branch from the date of your suspension. On the grounds that: Due to Diane Hoyles visit to Post Office®, North Bransholme branch on 30th May 06, this branch was subsequently audited on 31st May, in which it was discovered that there was a loss of £59,175.39. Diane Matthews Investigations Manager interviewed you on 01st June 06, you informed her that you had not stolen the money but had been falsifying your accounts since November 2004 to cover losses. Falsification of accounts is clearly unacceptable, is a criminal offence and breaches Section 12 para 4 of the Subposmasters contract. Section 19 para 1of the Subpostmasters contract states "Dishonesty is viewed most seriously and any Subpostmaster or Sub-Office Assistant believed to have carried, or taken part in, an act of dishonesty against Post Office Ltd may be prosecuted. Furthermore, any Subpostmaster so involved renders himself liable to summary termination of his contract."

You are also reported stating in your interview with investigations that Katherine Ayres had admitted taking some money from the Post Office accounts, which you were aware of and you did not report. The fact that you did not report her dishonesty leaves you in breach of Section 15 para 10 and11, also Section 19 para 7. Supplementary to this, Section 15 para 2 states "Assistants are employees of the Subpostmaster. A Subpostmaster will be held wholly responsible for any failure, on the part of his assistants, to apply Post Office rules, or to provide a proper standard of service to the public. He will also be required to make good any deficiency, of cash or stock, which may result from his assistant's actions." You were aware of losses in

Post Office Ltd. Registered in England and Wales no: 2154540. Registered office: 80 - 86 Old Street, London, EC1V 9NN.
The Post Office and the Post Office symbol are registered trade marks of Post Office Ltd in the UK and other countries.

For the purposes of products regulated under the Financial Services & Markets Act 2000, Post Office Ltd is an appointed representative of Bristol & West plc, who are authorised and regulated by the Financial Services Authority. Registered in England no. 2124201. Registered Office: Bristol & West plc, One Temple Back East, Temple Quay, Bristol BS1 6DX.

Post Office®, car and home insurance is administered by BISL Limited, who are authorised and regulated by the Financial Services Authority. Registered in England No 3231094. Registered office: Pegasus House, Bakewell Road, Orton Southgate, Peterborough, PE2 6YS.

Card Account offered by J.P. Morgan Europe Ltd through Post Office Ltd. J.P. Morgan Europe Ltd is authorised and regulated by the Financial Services Authority. Registered in England & Wales No. 938937. Registered Office: 125 London Wall, London EC2Y 5AJ.

POL00106906

POL00106906

the accounts, which you chose to hide rather than make good as per your contract Section 12 para 12.

Even though you had concerns about Katherine Ayres stealing Post Office money, which you were responsible for as Subpostmaster, you did not take steps to prevent further theft and gave her keys to the Post Office/safe. Therefore I believe that you have not safeguarded Post Office funds adequately and have breached Section 12 para's 5 and 6. You also allowed Katherine repayment terms in which to pay back money that she had stolen, which I believe constitutes lending her money which breaches Section 17 para 15.

I also believe that you have breached Section 1 para's 13 to 15 as you have not followed operational rules and instructions correctly because: Losses were occurring and you did not place sufficient controls in the branch to stop them occurring. Prior to the suspension, the Inventory team had asked you to return money and you chose to ignore this instruction. You also had not registered your assistants Colleen Kays, Theresa Holmes and Wendy Lyell.

You may, if you wish, appeal against my decision. If it is your intention to appeal, you should notify me, in writing by 26th July 06. The format of the appeal can be either a personal interview or written submission. Should you wish to progress this avenue, I will arrange for the appeal to be heard by a member of Post Office Ltd Appeals Authority.

Please sign and return one copy of this letter by 26th July 06 and a second copy is enclosed for your retention.

Yours sincerely

GRO

Vicky Marrison
Contract & Service Manager
2nd Floor
Markets DMB
6-16 New York Street
Leeds
LS2 7DZ

Tel GRO

POL00106906

POL00106906

To: Vicky Harrison
Contract and Services Manager
Ref: Nth Bransholme

I have noted the content of this letter.

If I decide to appeal against your decision I will let you know separately.

Sign GRO

Date: 23.07.2006

POL00106906

POL00106906

HER MAJESTY'S COURTS SERVICE
hmcs

North Brassholme
Paul Bradley
Director, Humber Area

Hull Combined Court Centre
Lowgate
Kingston Upon Hull
HU1 2EZ

DX 703010 Hull 5

GRO

Minicom VII GRO
(Helpline for the deaf and hard of hearing)
www.hmcourts-service.gov.uk

- 1 JUN 2007
CONTACT CENTRE
JUN/008

Our ref: GRC/CRIM.LISTING

Date 25/05/2007

Dear Sirs

RE: NOTICE OF LISTING FOR confiscation hearing

RE: R -v- SKINNER, JANET LOUISE - GRO CASE NO: T20060457

I refer to the mention held on the 25/05/2007

After consideration of the information filed at that hearing, I wish to inform you that the trial will take place on Wednesday 29th August 2007 at 10:30 am t/e 1 day
Please ensure that the case is properly prepared for trial and that all witnesses are warned.

Further notification will be sent through the usual warned and fixed listing systems.

Please note that cases will not be taken out of the list unless there are exceptional circumstances or an order of the Court.

Yours faithfully

GRO

MR G R COUSINS
Criminal Listing Officer
Direct dial - GRO

To: Post Office
Defence Solicitors M Gold
Bar Liaison WC

INVESTOR IN PEOPLE

CHARTER MARK
CUSTOMER SERVICE EXCELLENCE

POL00106906

POL00106906

Andrew Carpenter
29/11/2006 09:03

To: Michael R Haworth/e/POSTOFFICE,
cc:
Subject: Nth Bransholme

Michael, this one gets even more involved!

Regards
Andy

Andy Carpenter
Contracts Advisor, North of England
Post Office Ltd
2nd Floor, The Markets DMB, 6/16 New York Street, LEEDS, LS2 7DZ
Postline GRO
External Email: GRO
Post Office Limited - registered in England and Wales Number:2154540 Registered Office 80-86 Old Street London EC1V 9NN

The Post Office and the Post Office symbol are registered trade marks of Post Office Limited in the UK and other countries

This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose,reproduce,copy or distribute the contents of this communication.
If you have received this in error, please contact the sender and then delete this email from your system.

---- Forwarded by Andrew Carpenter/e/POSTOFFICE on 29/11/2006 09:03 ----

Ken Ward
28/11/2006 13:19

To: Mark S Wright/e/POSTOFFICE GRO
cc: Andrew Carpenter/e/POSTOFFICE GRO
Subject: Nth Bransholme

Hi Mark,

Please find an e-mail from Joanne Wisker regarding North Bransholme P.O. As you are aware the manageress was suspended last Friday morning following the alleged theft of £2,000 allied to other misdemeanours that totalled in excess of another £800. I have discussed the matter with Andy Carpenter and he has requested an audit to try to ensure there has been no other wrong doings. I was hoping that this would draw a line under the matter and that Joanne would then continue at North Bransholme. Unfortunately,following the attached e-mail. I had a telephone conversation with a very tearful and emotional Joanne this morning Because the suspended manageress worked full time and opened and closed the business etc. on a daily basis a chronic staff shortage has followed at North Bransholme. Joanne is trying to keep North Bransholme running and is having to spend the majority of her time there. However, this is impacting on her other office at Chanterlands Ave., which is already stretched as Joanne is currently advertising for staff there. Allied to the fact hat the busy Christmas period is almost upon us, I am, like Joanne, greatly concerned about the situation at both offices.

Furthermore, Joanne did not take out a loan to re-open the North Branshome office but preferred to run it on the Chanterlands funds. The £3,000 shortage that she is culpable for has stretched her resources to breaking point and thus she has told me she wishes to close the office.The current building that the N.Bransholme office is situated in is leased for 6 months, but Joanne has had the sense to re-open the office as a separate limited company - so she could cut her losses and run!.

To make matters even more infuriating from my point of view Kwiksave situated in a much better position and in a building just around the corner, last week approached Joanne try to arrange a meeting to discuss the possibility of re-siting the Post Office in the supermarket - something that I feel would be greatly advantageous to us.

I really do not want Joanne to walk away from North Bransholme but her present position is not good. I know that we cannot assist with staffing but I understand that we may be able to assist with the financial side through the Hardship fund,or something similar, is this so? And if so what can I do about it?
Ken

Ken Ward
Business Development Manager
Post Office Ltd
Operations

POL00106906

POL00106906

Andrew Carpenter
29/11/2006 08:29

To: Michael R Haworth/e/POSTOFFICE GRO
cc:
Subject: North Bransholme

Michael

Are you keeping tabs on this one and if so do you want me to send you the history of the branch [although I believe the EFC is quite well populated!]

Regards
Andy

Andy Carpenter
Contracts Advisor, North of England
Post Office Ltd
2nd Floor The Markets DMB 6/16 New York Street [illegible] 2 7DZ
Postline: GRO
External
Post Office Limited - registered in England and Wales Number:2154540 Registered Office 80-86 Old Street London EC1V 9NN

The Post Office and the Post Office symbol are registered trade marks of Post Office Limited in the UK and other countries

This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose,reproduce,copy or distribute the contents of this communication.
If you have received this in error, please contact the sender and then delete this email from your system.

----- Forwarded by Andrew Carpenter/e/POSTOFFICE on 29/11/2006 08:22 -----

Ken Ward
24/11/2006 17:10

To: Andrew Carpenter/e/POSTOFFICE GRO
cc: Michael R Haworth/e/POSTOFFIC
Subject: North Bransholme

Hi Andy,

An update on the proceedings at North Bransholme. I received a telephone call at around 4.45p.m. on Thursday 23rd. November from Joanne Wisker, the interim spmr at North Bransholme and spmr at Chanterlands Avenue. She informed me that her manager at North Bransholme, Wendy Lyall had informed her that she was £560 short in £2 coins and that Wendy thought she had given them out in error to a customer requesting change. Joanne also told me that Wendy, via Colleen, another member of staff, had stated that as it was her fault she would repay the amount.. The office has separate accounting procedures for each assistant, so Joanne decided to undertake a balance on Wendy's transactions and found a further deficit, that including the original £560, totalled £869.44.

On returning to Chanterlands Avenue Joanne received a call from one of her clerks at North Bransholme, Avril De Vere who informed her that Wendy had taken £2000 from her pouch and said that she would replace it on Friday. It appears that the original reason given by Wendy for taking the £2,000 was that Joanne was coming to check her till and that it was wrong. Avril did not mention this whilst Wendy was present and waited until she could tell Joanne privately, which she did via a 'phone call.

A balance snapshot was completed on Friday and Avril's balance was £1999.92 in defecit.

Joanne met her manager on opening on Friday and asked her about the £2,000 to which Wendy replied she knew nothing about the matter. Joanne then precautionary suspended her manager and undertook the balance which confirmed the £2000 missing. As a result the loss has been declared and all snapshot balance accounts are present for the North Bransholme office.

Because of the history of the North Bransholme office and ongoing proceedings Diane Matthews of Post Office Investigations has been informed. Joanne has informed the police and at the moment the matter is in their hands. I have informed Joanne that she, as interim spmr, is culpable for the loss and she is fully aware of this pont, however I did also say that the Post Office may be able to assist (ie: hardship payment).

Joanne is also very keen to draw a line under the matter and move on and stated that she would not mind a full audit to enable her and the remaining staff to do so. I wish to emphasise at this point that this measure should not implicate Joanne in any way whatsoever. The fact that she reported the matter to me immediately she realised the severity of it, allied to the balance snapshot and declared loss absolves her of any wrong doing, in fact I feel that she has

POL00106906

POL00106906

Andrew Carpenter
01/11/2006 12:04

To: Yvonne Cere/e/POSTOFFICE
cc:
cc: Andrew Carpenter/e/POSTOFFICE GRO
Subject: Re: North Bransholme PO (174/321)

Yvonne,

Apparently Vicky had agreed a fixed payment for 3 months so I am happy to go with that.

Regards
Andy

Andy Carpenter
Contracts & Service Manager
Post Office Ltd
Sales and Service
2nd Floor, The Markets DMB, 6/16 New York Street, LEEDS, LS2 7DZ
Postline: GRO
External
Post Office Limited - registered in England and Wales Number:2154540 Registered Office 80-86 Old Street London EC1V 9NN

The Post Office and the Post Office symbol are registered trade marks of Post Office Limited in the UK and other countries

This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose,reproduce,copy or distribute the contents of this communication.
If you have received this in error, please contact the sender and then delete this email from your system.

Yvonne Cere

Yvonne Cere
01/11/2006 09:56

To: Andrew Carpenter/e/POSTOFFICE GRO
cc:
Subject: North Bransholme PO (174/321)

Andrew

Phew what a morning !

Chaps payment has been sorted for Mrs Wisker and I have rang her to tell her the payment should be in her bank today.

I also happened to mention that she would be on fixed pay for 2 months and then revert to traffic. She seemed surprised at this as she says she agreed fixed pay for 3 months then traffic. Please can you confirm which it should be before I issue the contract.

Thanks very much for your help on this one.

Regards

Yvonne

Customer Service Advisor
Agent Recruitment - COMMERCIAL
People & Organisational Development Services
Capstan House
35 Broadway
SALFORD
M50 2PB

GRO

POL00106906

POL00106906

Vicky Harrison
04/10/2006 10:08

To: "wisker001" <wisker001 GRO
cc: Andrew Carpenter/e/POSTOFFICE GRO
Subject: Re: Nth Bransholme

Joanne thanks for that update. The lottery will be reinstated in approx 8 weeks I believe and you should hear more about this from the Contract Support/Network Change teams. Andy Carpenter has taken over the contractual areas of responsibility.
Good luck with your application to secure the branch full time and many thanks for the effort you've put into getting to this point.
Regards

Vicky Harrison
Network Co-ordination Support Advisor
2nd Floor
Markets Bo
6-16 New York Street
Leeds
LS2 7DZ

Mobex: GRO
"wisker[redacted]

"wisker001" GRO
03/10/2006 19:26

To: <vicky.harrisor GRO
cc:
Subject: Nth Bransholme

Vicky,

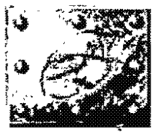
Opened Nth Bransholme yesterday pm. No stock arrived until this morning and still short on some items. Also still no clarification on lottery, of which I need some answers on and/or who is now the contact for these queries.

I know that you have new responsibilities, so can you please point me in the right direction to whom I need to be talking to, as everything has gone quiet over the last couple of weeks.

Hope your new job is going fine.
Kind regards
Joanne

POL00106906

POL00106906



Vicky Harrison
03/10/2006 15:19

To: Andrew Carpenter/e/POSTOFFICE(GRO
Contract Support Team(GRO
cc: Network Change(GRO
Subject: Re: North Bransholme, Branch Code:174321 (OLT to be returned)

Andy please see lottery will be installed back into Nth Bransholme. I don't know if Network Change need to do anything with this so cc'd them in.
Regards

Vicky Harrison
Network Co-ordination Support Advisor
2nd Floor
Markets Bo
6-16 New York Street
Leeds
LS2 7DZ

Mobex: 5368 3498
----- Forwarded by Vicky Harrison/e/POSTOFFICE on 03/10/2006 15:17 -----

Diane Hoyles
03/10/2006 15:17

To: Vicky Harrison/e/POSTOFFICE GRO Angela Bettison/e/POSTOFFICE(GRO
cc:
Subject: Re: North Bransholme, Branch Code:174321 (OLT to be returned)

Angela / vicky

For info below 8weeks though!!

Di

----- Forwarded by Diane Hoyles/e/POSTOFFICE on 03/10/2006 15:16 -----

Paul E Howard
03/10/2006 09:55

To: Mark Kearnes/e/POSTOFFICE(GRO
cc: Dean Bush/e/POSTOFFICE(GRO Mark Kearnes/e/POSTOFFICE(GRO E, Chris Guy/e/POSTOFFICE(GRO Simon Rusbridge/e/POSTOFFICE(GRO Diane Hoyles/e/POSTOFFICE(GRO
Subject: Re: North Bransholme, Branch Code:174321 (OLT to be returned)

All

For info. I have just had a call from Richard at Camelot who has confirmed that as Trinity St PO are giving up a lottery terminal, North Bransholme will not have to go through the full process for getting an OLT, it will be fastracked and should have a terminal within 8 weeks.

thanks
Paul

Mark Kearnes

Mark Kearnes
29/09/2006 15:08

To: Paul E Howard/e/POSTOFFICE GRO
cc: David Evans GRO >, Chris Guy/e/POSTOFFICE(GRO Dean Bush/e/POSTOFFICE GRO , Simon Rusbridge/e/POSTOFFICE@POSTOFFICE, Richard.Ashpol GRO
Subject: North Bransholme, Branch Code:174321 (reopening 2nd Oct 06)

Paul

I understand that North Bransholme had contacted your unit yesterday because Diane Hoyles has now reiterated the confirmation that North Bransholme (FAD 174 321) will be reopening on

POL00106906

POL00106906

Monday (2/10/06), and the branch would of course like to resume sales of Lottery, asap.

Please find copies, below, of the earlier e-mails, I forwarded to Camelot a month ago.
To date I have not had a response, and I have to apologise myself for not chasing up on this earlier, which is partially due to all the changes.

However:

a) I shall be going on leave for 2 weeks after today, and
b) My colleagues within POL will need to establish who within Operations will be best placed to deal with these types of queries, to liaise with Dave.

I would respectfully appreciate your assistance please in following up with Richard Ashpole to enquire if something can be done to get this branch back on line.

To recap - The North Bransholme OLT was suppressed on 30/5/06 due to the precautionary suspension of the SPMR but was removed completely by Camelot on 23/6 - and I am advised that the terminal was actually removed following the advice of the relevant retailer. I can see why Camelot would not want to have this terminal lying dormant - however, the OLT was part of the overall Post Office retail offer, and as far as I am aware - this should as "a restricted product", remain a part of the service/product bundle available from this branch; so it might be preferable to look to see if this can be picked up once more.

Originally, this matter was forwarded across to David Evans at Richard Ashpole's request, and I recollect the ISDN line usage was also a factor as this was likely to be cancelled because the OLT was dormant.

Dave - I would be grateful if you could go back to Dean Bush with an update on this matter please, (Tel: GRO) and possibly also keep Chris and Simon informed of the matter in my absence, too.

Mark.

Mark Kearnes
Lotteries and Gifts Product Manager
Post Office Ltd
1st Floor
80 Old Street
LONDON
EC1V 9NN
Postline: GRO
External:

----- Forwarded by Mark Kearnes/e/POSTOFFICE on 29/09/2006 14:39 -----

Mark Kearnes
30/08/2006 16:05

To: David Evans GRO
cc:
Subject: North Bransholme, Branch Code:174321 (reopening 2nd Oct 06)

Dave,
As the message below explains -
The branch at NORTH BRANSHOLME is now due to reopen, and we had been previously told that the OLT would go back in when the branch did reopen.

Although this may have once been classified as Grampian Way (by Camelot, in error,) can you please confirm that this branch is now due to receive a terminal as soon as possible?

I look forward to your response,

regards,

Mark

Mark Kearnes
Lotteries and Gifts Product Manager

POL00106906

POL00106906

Post Office Ltd
1st Floor
80 Old Street
LONDON
EC1V 9NN
Postline: GRO
External:
----- Forwarded by Mark Kearnes/e/POSTOFFICE on 30/08/2006 16:00 -----

Paul E Howard
30/08/2006 11:03

To: Mark Kearnes/e/POSTOFFICE@ GRO, Angela Bettison/e/POSTOFFICE@ GRO
cc: Simon Rusbridge/e/POST GRO, Diane Hoyles/e/POSTOFFICE@ GRO, Vicky Harrison/e/POSTOFFICE@ GRO, Area Intervention Office GRO, Anne Allaker/e/POSTOFFICE GRO
Subject: North Bransholme, Branch Code:174321 (reopening 2nd Oct 06)

Mark

I have just received an e-mail from Angela Bettison (Area Int. Manager) informing me that North Bransholme (174 321) is reopening on 2/10/06.

The PO closed 30/5/06 due to the precautionary suspension of the SPMR, and on 23/6 Richard at Camelot informed me that the OLT was removed on advice from the retailer.

On 26/6 Richard also informed me that as the OLT was now removed, Camelot would need to build a reinstallation into their programme to get an OLT returned to the site once a reopening date was confirmed, and that as much notice as possible was required.

I have just e-mailed the reopening details to Richard and have now phoned him to make sure he is aware. He asked me to send him the details, but also mentioned that it would need to go through David Evans.
I am now making you aware in case this needs raising directly to David by yourself.

This office was on a couple of the "dormant terminals" e-mails that I sent to you and Simon on 28/6 and 10/8. For some strange reason Camelot were calling this office Grampian Way on their dormant query, but did have the correct FAD of 174 321 & retailer no. 104232 ! (I did inform Richard of the error).

thanks
Paul

POL00106906

POL00106906

Confidential
Ms JL Skinner

GRO

No reply received by 26/7/06

✓ File away papers
✓ Alert ID to termination
✓ Collect late acct
✓ Advertise

12th July 06

Dear Ms Skinner

I am writing following my letter of 27th June 06 in which I gave you opportunity to put forward reasons why your contract for services should not be summarily terminated. This letter was sent to your home address and has been received, so I can only assume that you do not wish to put forward any reasons why I should not terminate your Contract For Services, either at a personal interview or in writing.

Therefore having reviewed the papers relating to this case very carefully and after considering all the facts I have available to me, I have decided to summarily terminate your Contract For Services as Subpostmaster of Post Office®, North Bransholme branch from the date of your suspension. On the grounds that: Due to Diane Hoyles visit to Post Office®, North Bransholme branch on 30th May 06, this branch was subsequently audited on 31st May, in which it was discovered that there was a loss of £59,175.39. Diane Matthews Investigations Manager interviewed you on 01st June 06, you informed her that you had not stolen the money but had been falsifying your accounts since November 2004 to cover losses. Falsification of accounts is clearly unacceptable, is a criminal offence and breaches Section 12 para 4 of the Subposmasters contract. Section 19 para 1of the Subpostmasters contract states "Dishonesty is viewed most seriously and any Subpostmaster or Sub-Office Assistant believed to have carried, or taken part in, an act of dishonesty against Post Office Ltd may be prosecuted. Furthermore, any Subpostmaster so involved renders himself liable to summary termination of his contract."

You are also reported stating in your interview with investigations that Katherine Ayres had admitted taking some money from the Post Office accounts, which you were aware of and you did not report. The fact that you did not report her dishonesty leaves you in breach of Section 15 para 10 and11, also Section 19 para 7. Supplementary to this, Section 15 para 2 states "Assistants are employees of the Subpostmaster. A Subpostmaster will be held wholly responsible for any failure, on the part of his assistants, to apply Post Office rules, or to provide a proper standard of service to the public. He will also be required to make good any deficiency, of cash or stock, which may result from his assistant's actions." You were aware of losses in

POL00106906

POL00106906

the accounts, which you chose to hide rather than make good as per your contract Section 12 para 12.

Even though you had concerns about Katherine Ayres stealing Post Office money, which you were responsible for as Subpostmaster, you did not take steps to prevent further theft and gave her keys to the Post Office/safe. Therefore I believe that you have not safeguarded Post Office funds adequately and have breached Section 12 para's 5 and 6. You also allowed Katherine repayment terms in which to pay back money that she had stolen, which I believe constitutes lending her money which breaches Section 17 para 15.

I also believe that you have breached Section 1 para's 13 to 15 as you have not followed operational rules and instructions correctly because: Losses were occurring and you did not place sufficient controls in the branch to stop them occurring. Prior to the suspension, the Inventory team had asked you to return money and you chose to ignore this instruction. You also had not registered your assistants Colleen Kays, Theresa Holmes and Wendy Lyell.

You may, if you wish, appeal against my decision. If it is your intention to appeal, you should notify me, in writing by 26th July 06. The format of the appeal can be either a personal interview or written submission. Should you wish to progress this avenue, I will arrange for the appeal to be heard by a member of Post Office Ltd Appeals Authority.

Please sign and return one copy of this letter by 26th July 06 and a second copy is enclosed for your retention.

Yours sincerely

GRO

Vicky Harrison
Contract & Service Manager
2nd Floor
Markets DMB
6-16 New York Street
Leeds
LS2 7DZ

Tel GRO

POL00106906

POL00106906

To: Vicky Harrison
Contract and Services Manager
Ref: Nth Bransholme

I have noted the content of this letter.

If I decide to appeal against your decision, I will let you know separately.

Signed: _____

Date: _____

POL00106906

POL00106906

Decision paper on summary termination of Ms JL Skinner's Contract for Services as Subpostmaster at Post Office®, North Bransholme branch

Background

The inventory team alerted the Leeds Area Intervention Office to a potential cash holdings problem at Post Office®, North Bransholme branch on 25th May 06. The e-mail received from David Dixon from the Inventory team said "One of my colleagues spoke to the postmaster recently as they had ordered cash when they were asked to return cash. Looking at this office in detail, we have not had a valid cash declaration since Tuesday 16th May and we have had 10-20% invalid cash declarations historically. The office is ordering large volumes of notes when they should be returning cash, but they actually denied holding the cash that was showing on Saturday. Even through the cash declaration for that Saturday was invalid, the figure that we got from a different source should still be accurate. The levels of cash have now reached a worrying point, so would it be possible for someone to visit the branch to make sure all funds are on the premises. They need to remedy the problem with their cash declarations, and also reduce their cash holdings as they are as high as previously declared. I have serious concerns about this office. The generated ONCH was 74k on Saturday, but the postmaster said that they had nowhere near that amount. They did not say exactly how much cash they reckon to have held, but there is a discrepancy."

Following receipt of this e-mail Di Hoyles and Julia Stephenson attended the site on 30th May 06 and advised Janet Skinner that they wanted to check the cash holdings. Janet informed them that £40k would be missing and she suspected that Katherine Ayres a staff member was responsible for stealing this since January 2006. When challenged by Di about how she had managed to balance with the money missing, Janet said that she had made the accounts balance and she had falsified her accounts.

She also admitted knowing that Katherine Ayres had taken money and was allowing her to pay it back in instalments, Katherine was allegedly placing her repayments in a bag and leaving in the secure area. However this bag could not be located on 30th May 06 and despite this member of staff stealing, Janet was allowing Katherine keys to the branch and the safe. Her rationale for this being because Katherine only lived across the road and could get to the branch to open up when Janet could not.

Investigations have interviewed Janet and she has continued with her version of events that she has not stolen the money but has falsified the accounts. A charge letter was sent to Janet Skinner on 27th June 06, letting her now that I am considering terminating her contract for services. I asked for a reply by 11th July 06 and she has not responded despite receiving the letter and therefore I have decided to terminate her contract for services and a letter has been sent to this effect on 12th July 06, giving her two weeks to appeal.

Facts + versus mitigation –

+	-
• Instructions to return money had been ignored and instead more money ordered by Janet Skinner.	• Janet had previously put staff on individual stock units to tackle losses.

POL00106906

POL00106906

- Other non-conformance issues had been identified recently in April 06 and interventions had been made due to non-completion of P356 or FSA/AML compliance.
- Janet Skinner knew that £40k would be missing when Di Hoyles and Julia Stephenson visited on 30th May 06. She said she suspected Katherine Ayres of taking money and this had been going on since January 06. She had not reported this to anyone.
- On 30th May 06 Janet Skinner also made admissions of falsifying her accounts to cover up losses.
- When Diane Matthews from ID interviewed Janet Skinner she said she had been falsifying her accounts since 2004.
- Janet Skinner admitted allowing Katherine Ayres the opportunity to pay back money in instalments that Katherine had stolen from the Post Office. Janet was looking for a bag on 30th May 06 that she said Katherine put her repayments into. This bag could not be located and was not shown to Di Hoyles or Julia Stephenson.
- Janet admitted to Di Hoyles and Julia Stephenson on 30th May 06 that she had been through a costly divorce and she had to buy her husband out of her property.
- Di Hoyles reported on her visit log of 30th May 06 that the staff in the Post Office were acting strangely and suspected they may well be involved.
- When Di Hoyles returned to the branch on 31st May 06. A lady asked when the PO was opening and said that it was always running out of cash.
- Janet had given keys to Katherine Ayres so she could open the branch when Janet was running late.
- Janet could not say where the missing money had gone but she had not stolen it and has given ID permission to view her bank accounts. She also gave permission to search her premises but not whilst her children were in attendance.
- Janet said that she had returned some money at one point as requested through the cash replenishment system.
- Some money that Katherine Ayres had stolen had been repaid in a lump sum in Feb 06. This money had been placed in a bag but this could not be located.
- Janet said that when Katherine was on sick leave that the balancing improved.
- Janet had been going through a costly divorce and had to buy her husband out.
- Di Hoyles reports that on her visit on 30th May 06 that staff were acting strangely and felt they could be involved.
- Janet had given Katherine a warning for short changing customers.

POL00106906

POL00106906

• Also on 31st May 06 Janet handed Di some empty cash bags of £20 notes from a bank but she told Di it contained £50 notes of which there was £5K and the customer had bought premium bonds. Di took these and left them for ID to look at as it appears there could be some money laundering, the staff had not ask for ID as per the anti-money laundering regulations. Janet went onto say that the same customer deposited another 3K in cash for the same too which suggests the office could be used to launder money. Janet thought the cash could have come from a bank, which was robbed in Hull around that time. • When the audit took place on 31st May 06 it was discovered that the loss actually stood at £59216.43. • When Di Hoyles visited North Bransholme on 02nd June 06 she saw a printed notice on the door about being a thief, she assumed the shop staff must have put this on the door as they do not get on with the Post Office staff. • Di Hoyles also discovered an envelope containing £48.42 with receipts, which a customer called Shawn was due to collect. Di has tried to find out whom this belongs to and the money is presently locked away in the Area Intervention Office. • Three members of staff working at Nth Bransholme have not been registered Kays, Holmes and Lyell. • In Janet's ID interview on 30th May 06 Janet stated: 1. She had put everyone on individual stock units to eradicate poor balancing.	

POL00106906

POL00106906

2. In November 2004 Katherine Ayres had a loss of £1400 and an agreement was made between Janet and Katherine, in which Janet said she would inflate the cash until Katherine had paid the money back. Janet stated that £500 had been repaid by Katherine in a lump sum in Feb 06. 3. Janet also said that Katherine Aures GRO GRO GRO During this time of her absence the losses had got better and so Janet returned to a shared stock unit. Shortly after December 05 large losses started to appear again. 4. In trading period 10 a shortage of £7500 occurred, Janet covered this up by inflating the cash. 5. This loss rose to £9K in Feb 06 and in large amounts until the £59k present loss. 6. Losses in the branch were declared as cash in a dormant stock unit CC. From 26th April 06 to 25th May 06 an amount of £40,253.85 was declared as cash when there was no cash present. A further £19k had gone missing in 3 working days and Janet offered no explanation to why. 7. Janet admitted that she operated the branch poorly, did not try to stop losses occurring, she did not speak to staff about the losses and did not try to find the perpetrator. 8. Janet only worked 4 half days and left staff in charge and admitted turning up for work late. 9. Janet knew it was wrong to inflate her accounts. 10. Janet said Katherine had cried when Janet rung her to tell her the audit team were coming in.	

POL00106906

POL00106906

11. Janet would not allow her property to be searched on 01st June because her children were in. 12. Janet gave ID permission to view her bank accounts. 13. Janet has no proof of staff stealing. 14. Janet said she was an expert on Horizon and had been one of the first to receive training. 15. Janet knew the proper process for settling losses and gains. But had not settled them properly instead inflated her accounts. 16. Multiple customers had complained about being short-changed. Janet gave Katherine a warning after 3 complaints. Weeks prior to the audit Janet had an incident where she had gone into the branch on a Saturday and found money stuffed in a drawer underneath a card. 17. Colleen refused to let Katherine have a set of safe keys. 18. When Janet took the temp spmr on at Nth Bransholme she was warned by the previous spmr Caroline Rand to keep her eye on Katherine and that Katherine had been investigated by Utd News but was cleared and re-instated. 19. Janet does not trust Katherine and said her son's GRO and that his girlfriend was in GRO 20. Janet is not scared of Katherine and Katherine does not have a hold on Janet. 21. Branch trading was conducted monthly and cash declarations were done monthly also.	

POL00106906

POL00106906

Decision

Ms Janet Skinner has admitted false accounting over a lengthy time, can offer no explanation as to where £59k of PO cash entrusted to her has gone. She was allegedly warned about Katherine from the previous Spmr but despite this she gave Katherine access to the safe and premises. Janet by her own admission said that she had experienced bad balances and as a result of this placed her staff on individual stock units. Whilst Katherine was GRO the balancing got better and so she reverted to a shared stock unit. When Katherine returned losses started to occur but Janet did not make staff go back onto individual stock units. Neither did she report the losses to anyone.

Janet talks about having suspicions about staff stealing but has no evidence to prove this theory and I feel that she has not taken precautions to safeguard cash entrusted to her. In fact I believe that she has encouraged losses to occur by not introducing adequate controls.

I feel that her behaviour has been dishonest for a sustained period of time, she seems to know how to run a PO but chose not to, by her own admissions she is a Horizon expert. She has also not conformed to instructions by not returning money, registering staff etc.

I believe that we cannot reinstate Ms Skinner following the admissions she has made about false accounting and we do not know where £59k has gone. Therefore I feel that we cannot entrust more cash to her and allow her to manage any more PO branches.

I feel that the only decision available is to summary terminate her Contract For Services.

Prepared by Vicky Harrison on 12th July 06.

POL00106906

POL00106906

Confidential

GRO

Dear Ms Skinner

Signed for
224 GODDARD ROAD
IS THE ADRESS
ID HAVE

Standard postal service with signature and barcode scanning on delivery, for items you might need to prove were received, like job applications or legal documents.

Use Special Delivery for guaranteed next morning delivery with the security of barcode tracking throughout and compensation for loss or damage.

write details of where your item is going.

Name Mrs. J. L. Skinner

GRO

DK 6755 3804 1GB

Stick

Suspension of Contract for services

I wrote to you on 30th May 2006 confirming the suspension of
for services as Subpostmaster of Post Office®, North Bransholm

I have now received the necessary papers relating to this case a
reviewing them, I am now considering the summary terminatio
contract for services on the grounds of: Due to Diane Hoyles visi
Office®, Bransholme branch on 30th May 06, this branch was su
audited on 31st May, in which it was discovered that there was a loss of £59,175.39. Diane Matthews Investigations Manager interviewed you on 01st June 06, you informed her that you had not stolen the money but had been falsifying your accounts since November 2004 to cover losses. Falsification of accounts is clearly unacceptable, is a criminal offence and breaches Section 12 para 4 of the Subposmasters contract. Section 19 para 1of the Subpostmasters contract states "Dishonesty is viewed most seriously and any Subpostmaster of Sub-Office Assistant believed to have carried, or taken part in, an act of dishonesty against Post Office Ltd may be prosecuted. Furthermore, any Subpostmaster so involved renders himself liable to summary termination of his contract."

You are also reported stating in your interview with investigations that Katherine Ayres had admitted taking some money from the Post Office accounts, which you were aware of and you did not report. The fact that you did not report her dishonesty leaves you in breach of Section 15 para 10 and11, also Section 19 para 7. Supplementary to this, Section 15 para 2 states "Assistants are employees of the Subpostmaster. A Subpostmaster will be held wholly responsible for any failure, on the part of his assistants, to apply Post Office rules, or to provide a proper standard of service to the public. He will also be required to make good any deficiency, of cash or stock, which may result from his assistant's actions." You were aware of losses in the accounts, which you chose to hide rather than make good as per your contract Section 12 para 12.

POL00106906

POL00106906

Even though you had concerns about Katherine Ayres stealing Post Office money, which you were responsible for as Subpostmaster, you did not take steps to prevent further theft and gave her keys to the Post Office/safe. Therefore I believe that you have not safeguarded Post Office funds adequately and have breached Section 12 para's 5 and 6. You also allowed Katherine repayment terms in which to pay back money that she had stolen, which I believe constitutes lending her money which breaches Section 17 para 15.

I also believe that you have breached Section 1 para's 13 to 15 as you have not followed operational rules and instructions correctly because: Losses were occurring which you did not place sufficient controls in the branch to stop them occurring. Prior to the suspension, the Inventory team had asked you to return money, which you chose to ignore this instruction. You also had not registered your assistants Colleen Kays, Theresa Holmes and Wendy Lyell.

This is in accordance with Section 1, paragraph 10, of your Contract For Services, which provides that the Agreement may be determined at any time in case of breach of conditions by you, or non-performance of your obligations or non-provision of Post Office Services.

I would now like to give you the opportunity to put forward any reasons why I should not pursue this course of action. You can do this by requesting a personal interview or submitting a response to the charge(s). In either case you should inform me of your intentions, in writing, by 11th July 06.

Should you choose a personal interview, you may be accompanied at the interview by a friend, who must be a Post Office employee, a registered Sub Office Assistant or a Subpostmaster, who may also be a representative of the National Federation of Subpostmasters. You also have the right to request and receive all information relating to the aforementioned charge.

Yours sincerely

GRO

Vicky Harrison
Contracts and Service Manager
2nd Floor, Markets DMB
6-16 New York Street
Leeds, LS2 7DZ

Tel GRO

POL00106906

POL00106906

To: Vicky Harrison
Contracts and Service Manager
Ref: Nth Bransholme

*I wish to attend for interview

*I wish to submit written representation

* Delete as appropriate

Signed: _____

Date: _____

POL00106906

POL00106906

To:	From:	cc:
Vicky Harrison Contracts and Service Manager	Paul Field Branch Auditor	Paul Dawkins Investigation Manager

Date: 31/05/2006

Audit of Post Office® North Bransholme branch, Branch Code 174321

On Tuesday 30th May 2006 I was asked by Craig Thompson, Branch Auditor, to conduct an audit at North Bransholme the following day. Diane Hoyles from the Area Intervention Office had just visited the office and after counting the cash a large shortage was discovered. The subpostmaster was temporarily suspended by Diane on Tuesday 30th May 2006.

Accompanied by my colleague Mrs Lynne Eastwood, Branch Auditor, we met Diane Hoyles at the office the following morning, Wednesday 31st May 2006, to conduct an audit at the office to ascertain the actual shortage.

Upon the arrival of Miss Janet Skinner, subpostmaster we entered the secure area. Miss Skinner disabled the office and safe alarm and logged onto the Horizon system. Lynne Eastwood was then put onto the Horizon system and pulled off Office and Balance snapshots for the relevant stock units, A,B,C and OOH.

Lynne counted the cash and stock whilst I input the Branch Trading Statement onto the Laptop. The cash and stock was double checked by myself and a shortage in the cash of £58942.41 and £274.02 in the stock was discovered.

Miss Skinner left the office at approximately 1000am with the permission of Diane Hoyles in order to visit her solicitor.

Examination of vouchers on hand did not reveal any discrepancies.

Contact with the suspense team showed no outstanding amounts were owed by Miss Skinner. The Management Information Team was also contacted and the inward and outward remittances were verified.
As Miss Skinner had been suspended the previous afternoon and was not on site after 1000am no compliance tests were completed.

The office was balanced and as there was no temporary agent available to take over the office all cash and stock was remmed out of the office on Wednesday 31/05/06 at 1500pm. Unactivated packs of National Lottery Instant scratchcards were sent by Special Delivery to Camelot.

A one shot password was obtained and the £59216.43 was posted to the Late Account .

POL00106906

POL00106906

The Pass number for the alarm system was changed and all safe keys and datestamps were in the possession of Diane Hoyles. We all left the office at approximately 1600pm.

Should further information be required please contact me.

Paul Field
GRO

POL00106906

POL00106906

IN CONFIDENCE

To:	From:	cc:
Miss Janet Skinner Subpostmaster	Paul Field Branch Auditor	Vicky Harrison Contract & Service Manager Leeds Area Intervention Office Paul Dawkins Investigation Team Manager Shirley Hailstones Operations Manager
Date: 31 May 2006		

Audit of North Bransholme Post Office® branch, Branch Code 174321

Section 1 - Introduction

An audit of the above branch was led by myself on 31/00/2006. The purpose of this audit was to verify financial assets due to the Post Office® and confirm compliance with a range of Business processes, procedures and regulatory requirements.

Section 2 provides a management summary, including the financial audit result.

Section 3 details a breakdown of the result of the financial audit.

Appendix A details the areas of non-compliance to regulatory matters and Appendix B details areas of non-conformance identified during tests of selected policy and procedures. Both appendices include the actions agreed with during the closing meeting.

Section 2 - Management Summary

The financial audit revealed a current trading position of £ 59216.43 short, subject to a reconciliation of some figures (undertaken after the audit). A breakdown of this figure, including any pending transaction corrections or losses being settled centrally, can be found in section 3.

Due to findings revealed at audit, and a decision taken by the contracts and service manager to temporary suspend you from your role as subpostmaster pending further enquiries, compliance testing was not carried out on this visit, therefore there are no appendices attached.

Section 3 - Result of the Financial Audit

Financial assets to the value of £15543.71 were physically verified compared to the amount due to Post Office® of £74760.14.

POL00106906

POL00106906

The difference between these figures is broken down as follows:

£	58942.41	-	Identified as a difference in cash figures
£	274.02	-	Identified as a difference in stock figures
£	59216.43	-	Total shortage

Comments:

The shortage of £**59216.43** is to be settled centrally.

POL00106906

POL00106906

LAST BRANCH TRADING STATEMENT DATE	25/05/2006
Cash on hand	65,045.85
Cash awaiting collection	
Suspense	-5.00
Other MOP	
ForEx	
Postage (1p to £5 only)	3,928.02
Total	68,968.87

Summary of Receipts	76454.12
Summary of Payments	70662.85

Subtotal	74,760.14

	Office Snapshot	Revised Office Snapshot	On Hand at Audit	Difference
Cash on hand	11,434.49	11,434.49	11,434.49	0.00
Cash awaiting collection (pouches)		0.00	0.00	0.00
Suspense		0.00	0.00	0.00
Other MOP (includes cheques)		0.00	0.00	0.00
ForEx (Sterling Equivalent)		0.00		0.00
Postage (1p to £5 only)	4,109.22	4,109.22	4,109.22	0.00
Stock discrepancies revealed at audit		0.00	0.00	0.00
Total	15,543.71	15,543.71	15,543.71	0.00

Nett Discrepancy As Per Office Snapshot	-59,216.43	-59,216.43		-59,216.43
Nett Cash Adjustment As Per Snapshot				
Total		74,760.14		-59,216.43
Corrected Balance Due To P.O.	74,760.14			

Current Trading Position	-59,216.43
(See Measures Sheet)	

1) F11 Should agree with Office Snapshot at all times.
2) F18 should agree with I15 except when amounts are entered on Measures sheet for pending transaction corrections or outstanding debt - as advised by transaction correction duty on day of audit.
3) For full breakdown of discrepancies refer to Measures page.
4) Measures page should be used to write report and for R/B reports.

POL00106906