






New Case Raised

NB: Disclosure of personal information must not be communicated to third parties and must be retained within the business.

Case reference:	POLTD/0809/0177
Office / Location:	Up Hatherley SP50
Address / Tel No:	GRO
	Tel: GRO
Branch Code:	368523
Details:	Subpostmaster advised Field Support Advisor that there would be a "big shortage". Subpostmaster stated that for the last 6 to 7 months she had inflated the cash to cover balancing shortages. The Subpostmaster stated that she believed the errors would come to light in her paperwork.
NB: The above can be copied/pasted onto the Stakeholder Notification, which must be emailed to the Primary Stakeholder & copied to all Secondary Stakeholders.	
Date of incident:	11/12/08
Reported by:	Judy Balderson
Contact details:	GRO
Person Type: (e.g. MOP, employee)	Field Support Advisor
Primary Stakeholder:	Colin Burston
Secondary Stakeholders:	Fraud Team Operational Team Leader Financial Investigation Manager
Network Change branch:	No
Multiple Branch:	No
Linked Pillar:	N/A
Main Enquiry Category:	Audit
Enquiry Type:	Cash Loss
Incident loss:	27,776.63 £26,256.63
E	
This case has been copied to FIU:	Yes
NB: The FIU Recovery Process must be followed throughout this enquiry.	
Date case raised:	12/12/08
Case category:	Internal
Fraud Operational Team:	South
Supporting Information:	  CASE FILE EVENT LOG v1\ju107.d FINANCIAL EVALUATION v2May08.doc  ECF368523.111208 Up Hatherley (north).xls

POST OFFICE LTD CONFIDENTIAL: INVESTIGATION, LEGAL
POLTD/0809/0177

OFFENCE: FALSE ACCOUNTING

Name: Wendy Vivian Buffrey

Rank: Subpostmaster Identification Code: 1

Office: Up Hatherley SPOB Branch Code 368 523

Age: 49 Date of Birth: **GRO**

Service: 10 years Date Service Commenced: 25/03/1999

Personnel Printout: at Appendix C

Nat Ins No: **GRO**

Home Address: **GRO**

Contract for Services Suspended: 11 December 2008: by Colin Burston, Contracts Advisor

To be prosecuted by: Royal Mail Group (including Post Office Ltd)

Designated Prosecution Authority: Julian Tubbs, Senior Security Manager – Fraud Strand

Discipline Manager: Colin Burston, Contracts Advisor

Corporate Security Criminal Law Team

Mrs Wendy Buffrey was the Postmaster at Up Hatherley Sub Post Office Branch, which forms part of a gift shop in the village of Up Hatherley nr Cheltenham.

On Thursday ~~26 February 2009~~ ^{11 DECEMBER 2008}, Mrs Judy Balderson and Mrs Faith Lavender, Field Support Advisors (auditors) attended Up Hatherley sub Post Office® branch in order to conduct an audit of the financial accounts at the branch. Mrs Buffrey was present when the auditors arrived.

Up Hatherley sub Post Office® branch operated with individual stock units, the results of each check showed the following discrepancies;

Stock 1	- £41.41
Stock 2	+ £10.03
Stock 4	- £40.61
Stock 3	- £577.43
Stock 6	- £25,607.21

Stock 3 was operated by Mrs Buffrey as was the Stock 6 (main stock). During the course of checking the main stock, Mrs Buffrey asked to speak to Mrs Balderson in private. It was at this point that Mrs Buffrey stated that the stock would be about £20,000 short. She stated that about 6-7 months previously, she had several large cash losses which she believed must be due to paper errors.

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Mrs Buffrey stated that she had inflated the cash on hand over this period to cover up the shortages. A handwritten statement covering this was prepared by Mrs Balderson, which Mrs Buffrey signed, adding that 'I have not removed any cash from the office. Just stupid'. A copy of that handwritten statement is at Appendix B.

The audit was completed and an overall deficit of £27,776.63 was found, although after identifying an error in counting the cash, of £1,500, and a further £20 being discovered on the day of transfer to the interim subpostmaster, the final deficit stands at £26,256.63. This related to a £26,979.36 deficit in the cash, a £161.23 shortage in the stock and a £883.96 surplus in the foreign currency figures.

A copy of Mrs Balderson's report is associated Appendix C.

This case was initially charged to Mr Gary Thomas, Security Advisor.

At 13.43 hrs on 09 January 2009 I was present when Mr Thomas commenced a tape-recorded interview with Mrs Buffrey in one of the meeting rooms at the National Stock Centre in Swindon. Also present was Mr Mark Baker, National Federation of Sub Postmasters, in the capacity as a Post Office® Friend.

A GS001 Legal Rights form was completed, a copy of which is associated at Appendix B, whilst a copy of the GS003 Post Office® Friend form is at Appendix C.

Typed summaries of the interview have been prepared, copies of which are at pages 8 to 20 of this file.

From the summaries it can be seen that Mrs Buffrey denied stealing Post Office® money, although admitted to inflating the cash figures on Branch Trading Statements over a period of approximately 7 months.

She stated that at the beginning of 2008 [redacted] **GRO** She stated that in May 2008 [redacted] **GRO** It was at this time that she had a £12,000 gain showing on her accounts. She stated that she didn't take the money out as she knew it was an error. The branch Trading Statement for period ending 14/05/08 showed a surplus of £12,893.07.

She stated that she had entered her self adhesive stamp books incorrectly which had thrown up this surplus. She had brought some Horizon printouts with her to the interview. A Final Balance completed on 14 May 2008 for stock 6 showed that the self adhesive 2nd class books x 100 had been positively adjusted by 600 (£16,200) yet she was only £12,893.07 over.

A Final Balance dated 21 May 2008 for stock 6 showed a negative adjustment in those same stamp books of 630 (£17,010), a difference of £810. The Branch Trading Statement for period ending 11 June 2008 showed a shortage of £985.30, thus suggesting the two 'errors' had balanced themselves out.

Despite the original error being rectified the following week, Mrs Buffrey stated that this was when her problems with the accounts began. She stated that it was following these adjustments that she ended up around £20,000 short, although this is not shown on any Branch Trading Statements, which later rose to £25,000 following a £5,000 cash remittance discrepancy.

Mrs Buffrey stated that [redacted] **GRO** and indeed her own she did not know what she was doing around the time the £20,000 loss allegedly first came to light in May 2008. She stated that she had difficulty in recalling what she had done.

The interview comprised of two master tapes, reference 50317/18 and concluded at 15.26 hrs. The master copies are secured at my office in Eastleigh whilst the working copies are at Appendix B.

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Following the interview, Mrs Buffrey was asked a number of questions in order to complete NPA and Antecedent forms. Typed copies of these, detailing information established to date are at Appendix C.

Photocopies were taken of the Final Balances for weeks ending 14/05/08 and 21/05/08, copies of which are associated at Appendix B.

Also at Appendix B are copies of 7 Branch Trading Statements covering the period 09 April 2008 to 12 November 2008. Please note that the print on some of these is very faint and thus unclear. It should also be noted that Mrs Buffrey did not sign these at the time but on the day of the audit, following an instruction to do so from Mrs Balderson.

This case was transferred to me on 25 February 2009. Included within the file was a CD ROM containing Horizon data covering the period 11 April 2008 to 11 December 2008.

I have produced a single page extract of Horizon data showing how the cash figures were affected by adjustments in the self adhesive stamp books on 14 May 2008. This data, which includes the 600 adjustment to 2nd class stamp books x 100 (£16,200) which was discussed at interview, shows a net adjustment figure of £15,700 in stock 6.

A cash figure of £15,797.61 is then transferred from stock 3 to stock 6, although it is unlikely that any cash was physically transferred, but was simply a way of showing a balance in stock 6. A few minutes after the transfer is accepted, stock 6 shows a negative discrepancy (DDN) of £97.61. When the cash is later declared in stock 3 it shows a gain of £15,820.14 and a short while later the cash is re-declared for a lesser amount, this time showing a surplus of £9,843.57. A copy of that extract is at Appendix B.

From analysing the Horizon data it appears that it was common practice in this branch for all discrepancies to be transferred to/from stock 3.

In view of the large adjustments to the self adhesive 2nd class stamp books x 100 in May 2008, I produced an extract showing every entry for this stock item, which has the Horizon product number 2464. From the extract it can be seen that there is nothing to explain the £26,000 audit shortage.

There are a number of minor stock adjustments (SAP – stock adjustment positive & SAN – stock adjustment negative) which seem to relate to them not being transferred between stocks correctly (TO – transfer out & TI – transfer in).

I have highlighted the higher value entries, although the only really significant ones relate to what was discussed with Mrs Buffrey at interview. On 14 May 2008 stock 6 positively adjusts these books by 600 and stock 3 does likewise for 30. On 21 May 2008 stock 6 negatively adjusts them by 630, thus balancing out the two positive adjustments the week before. A copy of this extract is associated at Appendix B.

I have analysed all other stock adjustments and only the self adhesive 1st class stamp books x 100 (product number 2463) showed anything of a fairly high value. From an extract of these stamp book entries it can be seen that on 23 April 2008 they are negatively adjusted in stock 3 by 40. This appears to relate to an inward remittance error. From the data it appears that they are normally remitted into stock 6 but on 12 April 2008 there is a remit in (RIAD) for 40 against stock 3.

The only other significant entries relating to these books are on 11 June 2008 when they are positively adjusted by 100 (£3,600), although these are then adjusted negatively by the same number the following weekly. A copy of the extracts detailing these books is at Appendix B.

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As mentioned at interview with Mrs Buffrey, she received a Transaction Correction in respect of a cash remittance submitted by her. A cash remittance showing to contain £22,000 was made up by Mrs Buffrey on 24 September 2008 and despatched the following day. This was checked at Midway House Cash Centre on 26 September 2008 and found to be short by £5,000, in the ten pound notes.

CCTV footage showing the pouch being opened at Midway House has been viewed by Mr Thomas, who has confirmed that it appeared to show a £5,000 shortage. The shortage was not disputed by Mrs Buffrey but it is impossible to identify whether she deliberately claimed for more than the pouch contained or whether it was indeed a genuine error.

Mrs Buffrey stated at interview that the £20,000 loss that allegedly first appeared in May 2008 following the adjustments to stamp books, remained at this amount until she received the £5,000 Transaction Correction, which meant that it then rose to £25,000.

The Branch Trading Statement for period ending 08 October 2008 shows a £4,413.57 gain in stock 3, although the print itself is very faint, I have confirmed this figure using the Horizon data. This would appear to account for the fact that the cash remittance sent on 24 September 2008 was £5,000 short. As such, when she processed the Transaction Correction for it on 17 October 2008 it should have virtually balanced out the gain shown in the previous Trading Period and not caused the loss at the branch to rise to £25,000 as was stated by Mrs Buffrey.

I posted a number of GS045 Bank Authority Disclosure forms to Mrs Buffrey. These were returned to me but as they did not show authorisation for all the accounts I had specified on the forms, it was agreed with Mr Paul Southin, Accredited Financial Investigator that he would obtain production orders in respect of all relevant accounts. Copies of relevant bank statements have been received by Mr Southin who has carried out a financial investigation, although this has not identified anything to suggest Mrs Buffrey has stolen circa £26,000 from Post Office Ltd.

Mr Southin has supplied me with a number of bank statements in respect of a Lloyds TSB bank account **GRO** in the name of Mr D C Buffrey, covering the period 11 April 2007 to 05 January 2009. He has compiled a schedule detailing certain deposits and transfers in and out of the account. A copy of Mr Southin's schedule is at Appendix B. Please advise if you require copies of the bank statements.

As Lloyds TSB deposits can be transacted at Post Office® branches I analysed Horizon data for the period that I had already received, to establish if any of the deposits into Mr Buffrey's account appeared to have been dealt with at Up Hatherley sub Post Office® branch. I have extracted data to show all Lloyds TSB cash deposits (product number 4382) transacted at Up Hatherley sub Post Office® branch between 01 April 2008 and 11 December 2008. Copies of those extracts are at Appendix B.

From the extracts and Mr Southin's schedule, it would appear that 7 deposits, totalling £4,981.10 have been made into Mr Buffrey's account at Up Hatherley sub Post Office® branch, which I will detail below. For ease of reference I have highlighted these 7 entries on the extracts.

<u>Horizon Date</u>	<u>Amount (£)</u>	<u>Statement Date</u>
24/04/08	650	28/04/08
31/05/08	450	02/06/08
17/07/08	800	18/07/08
23/09/08	947.10	26/09/08
28/10/08	985	29/10/08
26/11/08	909	27/11/08
09/12/08	240	12/12/08

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Of course, it is not possible to say whether these deposits have any bearing on the loss identified at this branch, as it may well be that Mrs Buffrey used shop takings, or some other genuine means to make the deposits. When completing the Antecedents Mrs Buffrey stated that the average daily gross takings in the shop were approx £100, whilst her staff costs were just over £200 a week. Clearly, had these deposits amounted to nearer the amount of the deficit then I would be looking to put these to Mrs Buffrey at a further interview.

As such, unless otherwise instructed I am not intending to re-interview Mrs Buffrey as the financial investigation does not appear to have identified anything to suggest Mrs Buffrey has stolen the money, although quite possibly she has. My analysis of the stamp book adjustments has confirmed what was put to Mrs Buffrey at interview, in that the significant positive and negative adjustments have cancelled each other out, albeit over two separate Branch Trading Periods.

Unfortunately we have not been able to show where the money has gone and it is also possible that one or more of Mrs Buffrey's assistants may be responsible, particularly if they have taken advantage of her and her husband [GRO]. In view of the fact that Mrs Buffrey has admitted to falsifying the cash figures on 7 Branch Trading Statements, albeit she didn't sign them at the time, I would suggest that purely false accounting charges are considered in respect of this case, which would cover the period 09 April 2008 to 12 November 2008.

Mrs Buffrey stated that she left school with no qualifications. She is married to [GRO] and has a [GRO] son [GRO]. She lives in the private quarters [GRO] with her husband. She advised that the outstanding balance on the mortgage was approx £20,000, for which she was paying £458 a month.

She stated that they had purchased another property in Cheltenham whereby the outstanding mortgage is £100,000, with monthly repayments of £395. It has been identified that this property was purchased for £125,000 in August 2008. Mr Southin has been following an audit trail of Mr and Mrs Buffrey's accounts to establish where the £25,000 deposit came from.

There have been lengthy delays with regards to the time certain financial institutions have taken to supply Mr Southin with requested documents. He is still trying to establish the source of the £25,000 deposit, although due to the time this enquiry has taken thus far and that I have received numerous e-mails from Mrs Buffrey's solicitor asking for updates, I am now submitting the case papers for advice on the evidence as it stands. Should anything significant come to light from Mr Southin's investigation I will advise in due course.

Equifax and Land Registry checks were submitted and received by Mr Thomas, copies of which were forwarded to Mr Southin. The originals can be found at Appendix C should you wish to view them, together with [GRO]

I have now completed all anticipated enquiries in respect of this case.

Please note that the loss to Post Office Ltd remains at £26,256.63 and we will be seeking confiscation/compensation in respect of this amount should Mrs Buffrey be prosecuted. Following action from Mr Southin, Mrs Buffrey's two properties are currently the subject of restraining orders.

At this stage I have no reason to question the reliability of any likely witnesses, should statements subsequently be needed in this case, although I have not spoken to any of the Assistants at Up Hatherley sub Post Office® branch and do not know which, if any are still working there.

All original exhibits in this case are currently retained at my office in Eastleigh, with the exception of the bank account statements which are currently held by Mr Southin.

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As mentioned earlier, typed copies of Antecedents and NPA forms can be found at Appendix C.

An electronic copy of this report, a management report and the tape summaries have been sent to the Post Office Security generic address on 23 July 2009.

During the course of this investigation I have not identified any procedural failings at this branch.

These papers are now forwarded to you for sight, and advice on the sufficiency of the evidence as to whether criminal charges are brought against Mrs Buffrey.

Please feel free to contact me should you require any further information or clarification on any of the points raised in this report.

Graham Brander
Post Office Ltd Security Advisor

23 July 2009



ROYAL MAIL – CONFIDENTIAL
Record of Tape Recorded Interview

Record of Tape
Recorded Interview

Person Interviewed (WB) WENDY VIVIEN BUFFREY

Place of Interview MEETING ROOM NO 4 AT THE ROYAL MAIL BUILDING SWINDON

Date of Interview 09.01.2009

Time commenced 13.43 Time concluded NOT STATED

Duration of interview Tape reference no 50318

Interviewing Officer(s) (GT) GARY THOMAS (GB) GRAHAM BRANDER

Other persons present (MB) MARK BAKER – EXECUTIVE OFFICER IN THE NATIONAL FEDERATION OF SUB POSTMASTERS

Exhibit No:
Number of pages: 7
GRO
Signature of interviewing officer producing exhibit

Tape counter times	Person speaking	Text
1.30		Voice identification of everyone present and the nature of the enquiry explained. Permission to tape record given. WB cautioned and reminded of legal rights. WB told she is not under arrest and is free to leave. The necessary forms completed and signed – No Solicitor required but a Friend is.
9.00		The audit which took place at Hatherley Post Office on 11 th December 2008 was discussed when a shortage of 26,256.63p was found.
11.11	WB	WB was asked for her version of events regarding the shortage and states:- Well I'm not sure how long ago it was but we had some money go missing from the office once before, I couldn't prove that it was a staff member that took it but at the end of the thing when I was reinstated she disappeared to Greece so I'm presuming that it was her that took it but after that happened I just sort of lost a bit of me.
11.42	GT	Right.
	WB	And every time there was a shortage or anything I was just absolutely frantic and I

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Record of Tape Recorded Interview_Continued

Tape counter times	Person speaking	Text
		<p>had one two week holiday where I got another Sub Postmaster to look after the place while I was away and I came back to a £700 shortage then which I had to make up and from that day on I said that's it I'm not leaving this place again. So since that time I've never had a lunch break I've never had a holiday I've been in there from the minute the place opened to the minute the place closed and up until last year everything's been going fine. At the beginning of last year [GRO] [GRO] and then I [GRO] [GRO] but still working through and then at the end of April, beginning of April [GRO] [GRO] and through all that I was obviously still [GRO] and whatever some, my head was totally shot. At the beginning of May they diagnosed that [GRO] so my head was just totally gone and then in May I had a huge over £12,000 which I wasn't worried about 'cos I must have made a mistake I'd just sort it out take it back out (inaudible) problem but when I did come to put it right what I did was instead of reversing the extra stamp books that I'd put in, I just took them out which made it look as though I'd sold them but until I've actually stopped and gone through the paperwork now I didn't realise what it was I'd done I just panicked I just stepped away from it, I just couldn't cope with it.</p>
14.06	GT	Right.
	WB	And that's what it is.
	GT	So basically you adjusted the stock of the stamp books yeah?
	WB	Mm.
	GT	So for arguments sake let's say with the pound books you adjusted it by 12,000 down to do the 12,000.
	WB	It was the 100 books.
	GT	Right.
	WB	And I had 70 but I put 700, I got 700 I'd hit the double nought instead of the single nought.
14.30	GT	Right.
	WB	Which then left me with a £17,000 something or other loss I can't remember the

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Record of Tape Recorded Interview_Continued

Tape counter times	Person speaking	Text
		exact figures.
	GT	Right.
	WB	And then after that I just panicked and I did it again try and sort it out.
15.10		WB states she never took any money out and just left it in the system.
15.15	GT	So when you adjusted it the next month albeit that whether it be reversed or remmed or adjusted then that would have given you the shortage which could have been associated with the surplus is that not right yeah?
	WB	Well I put the money back in but instead of reversing the stamps out which would have corrected it properly I adjusted stock and took it out which makes it look as though I've sold them, do you understand?
15.50	GB	You adjusted them the wrong ways you mean?
	WB	I didn't reverse the stamps out I just took it back to what it should have been.
	GB	But that's fine so long as what you've got in the stock matches what's on Horizon?
	WB	Yeah but it makes it look as though I've sold it.
	GB	Not necessarily.
17.00		The necessary paperwork was checked and the trading statement ending 14 th of May was discussed.
19.18	GT	Now if that had been shown correctly, if you'd shown then as 70 and not 700 then what I would suggest would have happened was that on that particular trading statement you would have probably been something like 4 or £5,000 short as oppose to £12,000 over?
	WB	Yeah.
	GT	Yeah if they'd been shown as 70 which is what you're saying.
	WB	Yeah.
	GT	Yep so would you have been expecting to have been 4 or £5,000 short on that particular trading statement?
	WB	I wasn't expecting anything to be honest I wasn't concentrating on anything.

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Record of Tape Recorded Interview Continued

Tape counter times	Person speaking	Text
20.53	GT	Right so for example the previous trading statement which would have been at the end of April which would have been the 8 th April, as far as you can recall there wasn't like shortages or anything like that.
	WB	No it all stems from.
	GT	From this particular 12,000 gain.
	WB	Yeah.
	GB	It's just on this final balance that we're looking at this is one for stock unit 6 12.13 on the 14 th of the 5 th 2008, if that had have been input correctly as 70 we would have been like 17,000 or whatever out on the discrepancies but it's only showing a discrepancy of £403.00 over in stock unit 6 can you think of any reason why that is 'cos it should have been like about 17,000 over shouldn't it?
	WB	It should but I was trying to correct everything but because my head wasn't, I just.
	GB	But do you not balance 1 stock at a time?
	WB	Yeah but I can't make it, what I can't understand in myself why I did what I did at the time, I can't understand it now 'cos I'm thinking clearly now. At the time I was.
	GT	No ok.
	WB	I just was not thinking logically.
21.52	GT	Is it likely then in stock unit 6 at your branch you would have had nearly £23,000 in cash in there though?
	WB	Quite possibly.
22.36	GT	'Cos I've got the cash declaration here then for this particular one stock unit 6 on the 14 th May and the cash declaration was done at 12.06 and this obviously final balance was printed out at 12.13 so obviously the cash dec was done 7 minutes before and obviously in this stock unit 6 we've got £20 notes 11,000, £10 notes 2 and a half thousand, £5 notes 2 and a half thousand, pound coins 5,000, 50p's 500, 20p's 500, 10p's 400, 5p's 300 and pennies £80.00 so there isn't any it's not. I take it stock unit 6 then isn't a stock that's used on the counter?
	WB	No it's the bulk stock.
25.32	GB	It looks like the actual £15,000 over up here in stock unit 3 and then it was actually transferred to stock unit ZZ according to your trading statement.
	WB	Yeah the computer wouldn't let me sort it out in that one it made me push it across.

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Record of Tape Recorded Interview_Continued

Tape counter times	Person speaking	Text
	GB WB	Right ok and then you (inaudible) well tell the computer you'd resolved it. I knew it wasn't missing I knew it had to be there.
26.13		WB again denied taking any money out.
27.11		WB was referred to the branch trading statement covering 14 th May 08 to 11 th June 08 with a shortage of 985.
27.24	GB	So we've gone from declared over of 12893 which you believe is because of the fact you declared 700 of these books of stamps instead of 70 which involves a discrepancy of around £17,000 which is obviously some £4,000 off what was declared.
	WB	Yeah.
28.32	GB WB WB GB	Either way when you've kind of identified that error, whether you've adjusted, whether you sold it or not doesn't matter 'cos you've put it right ok so we've put it right and that's thrown out this £17,000.10 discrepancy, you didn't take out any of this 12,893 so basically when we come to do the next statement I would have expected us to have been about £4,000 short 'cos of the 13,000 over nearly because of that 13,000 error if those stamps had been input correctly we would have been £17,000 short, because nothing was taken out and nothing was put in, all else being equal I was expecting the next trading statement to have shown 4,000 short.
	WB	I honestly don't know 'cos like I say.
	GB	But does that make sense what I'm saying though?
	WB	It makes sense what you're saying what I'm saying is at the time nothing was making sense to me at all.
	GB	Ok but how, well ok irrespective of what's gone on here it looks like an error's been made, it's been rectified whether it's been fully rectified or not but the following trading statement's 985 and yet I don't know 5 or 6 months later we've got a figure of £26,000 short so and I can't see any discrepancies apart from this one of £12,893, admittedly not all these trading statements have printed as well as they

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Record of Tape Recorded Interview_Continued

Tape counter times	Person speaking	Text
29.35	WB GT WB GT WB GT	<p>should have done, but I couldn't see on the ones that I could read any discrepancies anything more really that round about the £1,000 mark being declared so was this. was it a gradual build up to this 26,000 or?</p> <p>I just don't know what I've done I know in this one I've overdone the stamps again. What one was that one?</p> <p>I seen that one that should read.</p> <p>That was in July.</p> <p>Yeah that should read 10 books and I've put 100 in and I did it once more somewhere else as well.</p> <p>So that's been sold this time though hasn't it and that one's actually, that's been sold as well so you've sold 100 books so you must have, was it 110 then was it or what are they they're 50 x first large, you've got 20 showing there for the previous one would have been the June one probably (inaudible) 'cos the one after you've done the 630 the one going back to the first one we're talking about you're obviously correctly showing stamps. self adhesives 100 (inaudible) 70 now which is what you said should have been the previous month that's put it right but as we were saying that should have in theory showed you were £17,000 shortage which would have been associated 13 with that and £4,000 missing and then we've got in the, the one you've just showed us now is the 10.06 the time of it which was a final balance on the 9th of the 7th 08 and that's showing you selling 100 by 2nd class 50 X large first at £2,600.00.</p>
31.22	WB GT WB GT	<p>Yeah.</p> <p>So obviously they're 26, £52.00 each is it?</p> <p>Yeah.</p> <p>And they're showing on hand as 20 so what you're saying is that you had, you previously showed 120 or something and you had to sell 100 'cos you'd overstated by 100?</p>
31.534	WB GB	<p>Yeah.</p> <p>These discrepancies I'm talking about the £12,000 odd one that was actually shown as a discrepancy on trading period 2 and I just talking to you just a bit ago about the in the following period it became 985 short, was that money put in at all?</p>

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Record of Tape Recorded Interview_Continued

Tape counter times	Person speaking	Text
	WB	No.
	GB	Ok.
33.10	WB	I didn't take it out so. WB states she has only ever settled centrally once on Horizon. She went on to say she has made good shortages throughout the year when she understand what they were but declared she had cash there that she did not have when she couldn't figure out what she had done.
34.00	GT	So you've basically you're saying on some of these statements the cash figures that are on these trading statements isn't the correct cash figure which is what I think you told the auditor on the day and I'll just read out what you said on the day well it says "On Thursday 11 th December Mrs. J. Baldiston and Mrs. Faith Lavender both Field Support Advisors attended my branch to complete an audit. I advised Mrs. Baldiston that she would find the main stock about £20,000 short, this related to a couple of large shortages 6 to 7 months ago. Since that time I've been inflating the main stock cash to cover this loss, I've read and understood the above" and it's then signed and dated 11 th December '08 and then it says "I've not removed any cash from the office just stupid" is that what you've signed with the auditors yeah?
35.25	WB	It is yeah. WB states she did not discuss the matter with her husband. She went on to admit that she has been 'stupid' in the way she has handled the matter.
37.50		WB admits that after her problems she has been inflating the main stock cash.
43.25		WB states that prior to May all losses were made good and any surplus was taken out since which time she has been in such a state and not thinking logical. Tape ends without warning.

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ROYAL MAIL – CONFIDENTIAL
Record of Tape Recorded Interview

Record of Tape
Recorded Interview

Person Interviewed (WB) WENDY VIVIEN BUFFREY

Place of Interview MEETING ROOM NO 4 WITHIN ROYAL MAIL SWINDON

Date of Interview 9.1.09

Time commenced 14.46 Time concluded 15.26

Duration of interview 40 MINUTES Tape reference no 50318

Interviewing Officer(s) (GT) GARY THOMAS (GB) GRAHAM BRANDER

Other persons present (MB) MARK BAKER – NATIONAL EXECUTIVE OFFICE OF FEDERATION OF SUB POSTMASTERS

Exhibit No:
Number of pages: 6
GRO
Signature of interviewing officer producing exhibit

Tape counter times	Person speaking	Text
		Voice identification of everyone present and the nature of the enquiry explained. Permission to tape record given. WB cautioned and reminded of legal rights. WB told she is not under arrest and is free to leave. The necessary forms completed and signed – No Solicitor required but Friend is present.
4.15		The previous tapes ended at 14.27 and were sealed on number 50318.
4.30		WB confirmed the matter was not discussed during the break.
6.30		The contents of the previous interview were briefly summarised. The final balance on stock unit 6 at 12.13 on 14 th May was discussed.

ROYAL MAIL – CONFIDENTIAL
Record of Tape Recorded Interview_Continued

Tape counter times	Person speaking	Text
6.40	<p>GT</p> <p>WB</p> <p>GT</p> <p>WB</p> <p>GT</p>	<p>And it seems as though there was a reversal of 600 of the books that we were looking at so self adhesive 2nd x 1st, a reversal of 600 which may have equated why you were the 12,900 over because obviously there's been a reversal out of 600 books.</p> <p>So I did reverse them out.</p> <p>So on the day you were surplus you reversed out 600 but even on reversing out 600 it was still showing you 700 so it would have suggested that you'd had 1300 maybe been showing at that time 'cos the 600 had been reversed and that's giving, you know it's increased your cash by 16,200 and you've got a 12,900 surplus, obviously the following week you've sold 630 which is what you were telling us obviously to take it down from 700 to 70 that you had there but obviously that wouldn't have been necessary to the extent of 600 because a reversal of 600 had taken place prior to the balance on or the final balance on the actual lunch time of the 14th. I don't know if you can recall anything?</p> <p>I've got to be honest even, I haven't even looked at that until you've just shown it me now, since I took that off the machine I was looking at the.</p> <p>Yeah we can see the 700 and then we could see the fact that you sold 630 to bring it down to the 70 which is you know what we would have expected although we expected you to be in a £17,000 surplus, loss sorry, a loss because of the sale and not receiving that but obviously we think that's come about needing to do that because on the actual week of the balance whereby the balance has been achieved of the 13,000 over we've got a 600 reversal equating to 16,200 so we think that's why that has generated the 12,000.</p>
9.05	<p>WB</p> <p>GT</p> <p>WB</p> <p>GT</p> <p>WB</p>	<p>I wish I could say yes or no one way or the other I honestly cannot remember.</p> <p>Right I mean what I will say is is that prior to obviously this I mean prior to this month obviously we've said nothing up until May.</p> <p>Oh yeah.</p> <p>I'm going to ask the question anyhow it wouldn't have been that there was a problem up until May in that you've reversed the 600 books to allow it to do that?</p> <p>No up until [GRO] I don't know what it was, I just could not concentrate on anything. Up until May when we thought he</p>

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ROYAL MAIL – CONFIDENTIAL
Record of Tape Recorded Interview_Continued

Tape counter times	Person speaking	Text
	GT	had GRO no. The only reason I'm saying is because by doing that reversal we know, that's, well we don't know entirely but by doing that reversal we would have expected you to have been 16,200 over, but you were 12,900 so it's about that 4,000 difference again if you like but then by putting it right the following week that should have actually given you the loss to associate with the surplus but it hasn't so it's like they've counteracted each other but when the Auditors come in in December we're still £26,000 short and there's no, nothing that's giving us any answers as to why the £26,000 short at the moment.
10.30	WB	If I could remember what I did at the time I wouldn't be sat here I'd be telling you.
11.00		Password security is discussed and WB states up until two months ago when she started having a day off, other staff did not know the bulk code. She said her bulk is WB001 or 2.
14.30		WB states although she is hearing what the Officers are saying 'nothing is going in'. The matter was therefore explained to Mark.
15.55		WB named the staff who were working at the time namely, Victoria Green, Fiona Morris, Rebecca Tawny and Julie Vancovauden who all had their own Horizon user names. WB indicates she did not know their passwords.
18.13		WB states Rebecca was on stock unit 1, Julie had 2, herself on 3, Fiona on 4, 5 was dormant and 6 was bulk. ZZ was used for 'housekeeping'. Each person does their own cash declaration with herself doing the bulk cash declaration. She confirmed she would declare the running total figures each day but actually checking the cash against this figure depended how busy they were.
20.38	GB WB	Right so what would be the longest you would leave it without checking it? Oh it could be 2 days.

Royal Mail Group 18

ROYAL MAIL – CONFIDENTIAL
Record of Tape Recorded Interview_Continued

Tape counter times	Person speaking	Text
21.05		WB states if they were out she monitored it on a daily basis up until May.
21.31	GB	So when you're doing the cash decs after May then were you not doing like a variance check or (inaudible) snap shot to see how much the cash was out?
	WB	Probably yes sometimes probably no sometimes.
	GB	Right ok so can you remember how you would have done it whether you'd have done a snapshot or whether you'd have done a variance checked?
22.12	WB	I would have done a variance check I very rarely do snapshot 'cos it's too long.
	GB	Which stocks were shared just the 06 one or was that an individual as well?
	WB	Well it's classed as an individual.
	GB	It's set up as individual.
	WB	But if anybody needed to go and get change they would swap like for like.
	GB	Yeah alright but on Horizon it's set up as individual.
	WB	Yeah.
	GB	So every time you declare the cash they're all going to throw up a discrepancy then right so you didn't need to do a snapshot or variance check really and obviously you can do a variance check without doing a cash declaration couldn't you
22.40	WB	Yeah.
	GB	Right I'm with you now. So basically if you're doing a cash dec each day or even if you're leaving a couple of days then you've got an idea of how much you're out on the cash then haven't you right andthis £26,000 figure that we ended with when it was all, the audit was conducted, when was the audit?
	GT	11 th December.
	GB	11 th December, has it pretty much all stemmed from around this May time or has it gradually built up?
25.30	WB	It was 20 until, until this error came back from the Rem Unit.
	GT	Which is when?
	WB	I put it back in on the 4 th of the, 4 th of the 12 th , 4 th of the 12 th , no that can't be it. I've picked the wrong piece of paper up.

Royal Mail Group 19

ROYAL MAIL – CONFIDENTIAL
Record of Tape Recorded Interview_Continued

Tape counter times	Person speaking	Text
26.07		WB states she had an error notice for £5,000 from the Rem Unit when she was told the money wasn't in the envelope but she denied taking the money. She recalls that she did the cash remittance herself on this occasion.
27.33	GB	So it wasn't like you'd remmed out £5,000 and they said they never received one you'd remmed out an amount and they're saying it's £5,000 less?
	WB	Yes.
28.20		WB states she accepted that £5,000 was missing as she 'must have done something with it'.
30.10		WB agrees her cash declarations are pretty constant around the 20,000 until the rem discrepancy.
31.50		WB informed the Officers that she hadn't signed any of the documents as she knew they weren't right but the Auditor made her do so when she arrived.
36.05		WB maintains she cannot figure out what has happened.
36.09	GT	The last thing when the Auditors arrived on the 11 th December they took out a balance snapshot which they've supplied me which was from stock unit 6 and on there obviously it shows the cash in stock unit 6 that had been declared the night before I believe as £41,410 and obviously the breakdown of that is obviously there 823 11 th December and again the total 41.410 which is what they took off the system. When they actually checked the cash in stock unit 6 and obviously you've brought it to their attention, obviously that was the cash declaration that was there which was £15,910 which was a difference of 25,500 and it appears that the £20 notes have gone from 21,000 when there was 1,000 there and 6,000 of 10's to just 50 and all the others equate to the same so it would look, and again whether you can remember I mean obviously this was the day of the Audit it would look that the night before there was a 20,000 increase in the 20's and a 5 and a half in the 10's I mean is that something

ROYAL MAIL – CONFIDENTIAL
Record of Tape Recorded Interview_Continued

Tape counter times	Person speaking	Text
	WB	you can remember increasing it that way or, I know you said 25,000 but? I've just carried it over.
37.40		WB states 'as far as she knows' she isn't aware of anyone else taking the money.
37.53		When asked if she is prepared to grant the Officers access to her bank account statements, WB states 'I've brought them with me'. WB states she is prepared to sign an authority to allow the Officers access to anything she has not brought with her.
40.05		WB confirmed she has found 2 redeemed stamps at the office for which she had received an error notice. She therefore needs a credit for them. Explanatory notice regarding the tapes given to WB. Master tape seal signed on number 50317. Interview terminated at 15.26

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Staff in Confidence

Internal memo



To Royal Mail Group
Criminal Law Team

Post Office Ltd
Fraud Team
Manchester Mail Centre
77 Oldham Road
Manchester
M4 5AA

From Maureen Moors
Fraud Team

Date July 2009

Tel:

GRO

Fax:

GRO

SUBJECT: - Fraud Ref: - POLTD/0809/0177 - Wendy Vivian Buffrey - Up Hatherley SPOB

The outcome of enquiries in this case are reported by Mr Gary Thomas, Fraud Advisor at pages 2 to 7 together with the taped interview summary at pages 8 to 20.

Copies of the report and taped interview summaries can be found at Appendix 'C' for Royal Mail Group, Criminal Law Team's retention.

It is the Business Unit recommendation that prosecution should be pursued provided the evidence is sufficient to do so. Would you therefore please advise on the sufficiency of the evidence in this matter.

Please return the file to the above address.

If you have any concerns or queries, please do not hesitate to contact this office.

Regards,
Maureen Moors
Fraud Team

e-mail address:- **Post Office Security**

CWM 002a

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Registered Office: 80 - 86 Old Street, London EC1V 9NN

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Memo

24th August 2009

Post Office Security

c.c. Graham Brander



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POST OFFICE LIMITED v WENDY VIVIAN BUFFREY
CASE NO: POLTD/0809/0177

Noted. In my opinion the evidence is sufficient to afford a realistic prospect of conviction of the above named on the charges set out on the attached Schedule.

In view of the nature of the alleged offence and the amount of money involved this case is not suitable for a caution.

This case is, in my opinion, more suitable for trial in the Crown Court.

In the event that the prosecution is authorised, please forward the papers to the PSO to obtain summonses.

The matters which follow are for the Investigation Manager to deal with.

The following statements should be obtained:-

If the Defendant should elect trial or if the Magistrates refuse jurisdiction or if a Not Guilty plea is entered, the Investigation Manager should obtain and associate all necessary statements and exhibits. I list below the statements which appear to be necessary in this case, but the Investigation Manager should also consider whether there are any other areas which can usefully be covered and include any such evidence.

- 1 Copy statement explaining the Defendant's duties, confirming her period of contract with the Post Office.
- 2 A statement dealing with the Postmasters duty in relation to the account and dealing with her declaration of losses and surpluses.
- 3 Copy statement dealing with Horizon and in particular how accounts are balanced.
- 4 Copy statement dealing with audit findings, relevant accounts should be produced.

Memo

Cont...

- 5 A statement dealing with enquiries made by the Officer and producing the relevant documentation. An explanation should be made as to the effect of making stock adjustments in relation to the account.
- 6 An explanation should be given as to what happens when a REM is sent on the effect on the account.
- 7 Copy statement from Interviewing Officers and Officers present.

In this event, please prepare one set of typed copies of those statements and exhibits. Please also prepare typed draft lists of statements and exhibits (statements to appear in chronological order and exhibits in the same order in which they are produced by the witnesses). A separate typed list of witnesses, showing their addresses, should also be supplied.

You will be aware of the provisions of the Criminal Procedure and Investigations Act 1996 concerning disclosure. Please confirm whether there is any material which might reasonably be considered capable of undermining the Prosecution case or assisting the Defence case and which has not already been disclosed. Please also let me have Forms CS006C, D and E in any event.

The papers must be sent to this Office at least 14 days before the proposed committal proceedings or summary trial date.

It is intended to make application for compensation. On return of the papers, please advise cost of Special Delivery / total loss to the Business.

If you wish me to apply for investigation costs please let me know the amount. In the event of a conviction, an application will be made to recover these costs pursuant to Section 18 of the Prosecution of Offences Act 1965. I would be grateful if when making an application for investigation costs the Court is provided with the information that Royal Mail Limited is a private prosecutor and a brief explanation of how these costs are calculated. If you require any assistance please do not hesitate to contact me.

The prosecution will be conducted by my Agents Messrs ^{Darby's} ~~Tayntons~~, Solicitors of ~~Clarence Chambers, 8-10 Clarence Street, Gloucester GL1 1DZ (Tel.No:~~ GRO ~~).~~ GRO ~~klc.~~

GRO

J A McFarlane
Principal Lawyer
Criminal Law Division

juliet.mcfarlane@ GRO

Ref: CRM/262916/JMcF

24

POST OFFICE LIMITED v WENDY VIVIAN BUFFREY

SCHEDULE OF CHARGES

- 1 "FOR THAT YOU Wendy Vivian Buffrey between the 9th day of April 2008 and the 27th day of February 2009 at Cheltenham dishonestly made false representations on an Horizon Final Balance Account for Hatherley Sub Post Office namely that the amount of cash in hand was greater than the true figure thereby intending to make a gain for yourself or another or to expose Post Office Limited to a risk of loss "

(Contrary to Section 1 of the Fraud Act 2006)

 Julian Tubbs
01/09/2009 12:59

To: Post Office Security [GRO]
cc:
Subject: Re: DAM Authority - POLTD/0809/0177 - Wendy Vivian Buffrey - Up Hatherley SPOB []

Apologies - I thought I had already replied to this.

Please continue as per the CLT advice.

Regards,

Julian.

Mobile: [GRO]
Mobex: [GRO]
Post Office Security

Post Office Security
Sent by: Kris Green
26/08/2009 17:33

To: Julian Tubbs/e/POSTOFFICE [GRO]
cc: Graham Brander/e/POSTOFFICE [GRO] Paul
Southin/e/POSTOFFICE [GRO]
Subject: DAM Authority - POLTD/0809/0177 - Wendy Vivian Buffrey - Up Hatherley SPOB

Julian,

Please find attached files for the above case for your authority to proceed as per Legal Services advice regarding the above named.

Regards,

Maureen Moors

Security Team
Post Office Ltd
1st Floor, 77 Oldham Road,
MANCHESTER
M4 5AA

Telephone: [GRO]
Fax: [GRO]

>>>> Legal Memo 1 24.08.09.doc attachment was removed from this email <<<<

>>>> Offender Report.Buffrey.doc attachment was removed from this email <<<<

>>>> Schedule of Charges 24.08.09.doc attachment was removed from this email <<<<

>>>> TAPE 1 Buffrey 50317.doc attachment was removed from this email <<<<

>>>> TAPE 2 Buffrey 50318.doc attachment was removed from this email <<<<

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Staff in Confidence

Internal *memo*



To
Graham Brander
Fraud Advisor

Post Office Ltd
Fraud Team
Manchester Mail Centre

From Maureen Moors
GRO

Tel: **GRO**

Date 10th August 2009

SUBJECT: - Fraud Ref: - POLTD/0809/0177 - Wendy Vivian Buffrey - Up Hatherley SPOB

Please find the Solicitors advice in this case, and a schedule of charges at page 24
Prosecution has been authorised, a copy of that authority is at page 25.

Please obtain and serve the summonses, along with a copy of form GS044 and the new
Means Form which must be completed by the interviewee and forwarded to the relevant
Court.

Once the summonses have been served, ensure that the service details on the reverse of the
summons forms are completed before returning a signed copy to the Court as soon as
possible. A copy should be placed in Appendix 'C' of the papers.

Once the summonses are served please forward the following to the Royal Mail Group,
Criminal Law Team, lawyer via email:

Copy of the summons
GS018 TIC Forms, if appropriate
GS033 Antecedents Form

CWM011a

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Cont/...

A report addressed to the Solicitor confirming the Court and date and time of the hearing on it, together with details of any other enquiries carried out and the forms that are associated with it.

Please also forward, within 24 hours of serving the summons, by e-mail to the Casework Management Team on the e-mail address below the following:

A copy of the report to the Solicitor,

NPA01 & NPA02, if appropriate

A copy of the TIC's if appropriate.

This is required to enable us to complete the Police process.

There is no requirement to submit the case papers unless there is a need to report other matters and/or produce further documentation to the Criminal Law Team.

Should you have any concerns or queries regarding this matter, please do not hesitate to contact me.

Regards,

Maureen Moors

Fraud Team

e-mail address:- Post Office Security

CWM011a

POST OFFICE LIMITED CONFIDENTIAL: INVESTIGATION, LEGAL

To: Juliet McFarlane
Principal Lawyer
Criminal Law Team

Date 30 September 2009

Royal Mail Group Limited – v – Wendy Buffrey – POLTD/0809/0177

On 30 September 2009, I posted by Royal Mail Recorded Delivery, a summons addressed to Mrs Wendy Buffrey, to appear before Cheltenham Magistrates Court at 14.00 hrs on Friday 30 October 2009.

I have signed the Certificate of Service at the bottom of the summons and returned the original to Gloucester Magistrates Court, which deals with the administration for Cheltenham. A copy of that summons is enclosed herewith, together with a typed copy (x7) of the Antecedents.

Please note that the full amount of the loss to Post Office Ltd; £26,256.63 is still outstanding. Mr Paul Southin, Accredited Financial Investigator is currently in the process of varying a restraint on Mrs Buffrey's property, with a view to once it is sold, that we are repaid in full from the net proceeds.

As discussed with you earlier, the date of the charge needs to be changed by your agents at the first hearing. The audit took place on 11 December 2008 and not on the 26 February 2009, which was a typo error on my part. As such the period of offending should be amended to 09 April 2008 to 12 December 2008.

I have previously advised your agents, Darby's of the hearing details. Darby's of Oxford have agreed to act on this case, as Tayntons no longer carry out criminal work.

Please feel free to contact me should you require any further details.

Graham Brander
Security Advisor

GRO

Memo

4th November 2009

Post Office Security

c.c. Graham Brander
Paul Southin
Press Office

POST OFFICE LIMITED v WENDY VIVIAN BUFFREY
CHELTENHAM MAGISTRATES COURT
COMMITTAL – 8th JANUARY 2010
CASE NO: POLTD/0809/0177

The above case was heard at Cheltenham Magistrates Court on the 30th October 2009. Our Agents Messrs Darbys, Solicitors of King Charles House, Park End Street, Oxford OX1 1JD (Tel.No. [GRO]) attended to prosecute.

The charge was amended to read "Between the 9th day of April 2008 and the 12th day of December 2008".

Mode of trial was dealt with and jurisdiction was declined. The case has been adjourned to the 8th January 2010 for committal. Could the Officer please prepare committal papers in accordance with my advice of the 24th August 2009 and submit them to me 2 weeks beforehand that is to say by the 24th December 2009.

J A McFarlane
Principal Lawyer
Criminal Law Division

juliet.mcfarlane@ [GRO]

Ref: CRM/262916/JMcF



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STAFF IN CONFIDENCE

To Juliet McFarlane
Principal Lawyer

Date 16/12/09

REF: Wendy Vivian Buffrey – POLTD/0809/0177

Further to your advice dated 24 August 2009, I have now prepared committal papers, in respect of the prosecution against Mrs Wendy Vivian Buffrey

The attached committal papers comprise of the following:

- One bundle of original witness statements with form GS009
- One bundle of typed, copy witness statements with form GS009
- One bundle of copy exhibits with form GS012
- Form GS006C (unused non-sensitive schedule)

I do not believe there to be any sensitive documentation in respect of this case, or anything, which would undermine the prosecution and or assist the defence. As such I have not completed forms GS006D & GS006E.

The Horizon CD ROM is currently listed on the Unused Material Schedule, although I have produced as evidence, extracts from it. Please advise accordingly if this CD ROM needs to be produced by Fujitsu Services.

Seven copies of Antecedents were forwarded to you with my memo dated 30 September 2009, which dealt with the posting of the summons to Mrs Buffrey.

Please note that as far as I am aware there have been no recoveries to date, although Mr Paul Southin, Accredited Financial Investigator was looking to vary the restraint on Mrs Buffrey's private residence, to allow it's sale and for Post Office@ ltd to be repaid what it is owed from he net proceeds

Please advise me if you require any further information at this stage.

Graham Brander
Security Advisor

Tel:

GRO

Mobile:

GRO

Memo

23rd December 2009

Post Office Security

c.c. Graham Brander

POST OFFICE LIMITED v WENDY VIVIAN BUFFREY
CHELTENHAM MAGISTRATES COURT
COMMITTAL - 8TH JANUARY 2010
CASE NO: POLTD/0809/0177

The committal papers have been approved and served on the Defence Solicitors and Court. I enclose your copy, together with copy Form 14A.

I will prosecute at Cheltenham Magistrates Court on the 8th January 2010. I have retained the original witness statements to hand in to the Court. It may be that in due course that some of the documents listed on the unused will need to be adduced in evidence.

As soon as I am aware of the Defence requirements concerning witnesses I shall inform you. Please then immediately obtain leave dates/dates to avoid of all of those witnesses. When obtaining their dates to avoid, please let the witnesses know that it is of the utmost importance that if any of their dates change and, in particular, if a holiday is booked after they have given you their dates to avoid then they should inform you, or this Office, immediately. Please then return the file to this Office together with the dates to avoid.

As you are aware, under the Criminal Procedure and Investigations Act 1996, witness orders are abolished. It is therefore, your responsibility to ensure the voluntary attendance at court of witnesses, or to make arrangements to issue a witness summons from the Court if a witness whose attendance is required indicates that he/she is unwilling to attend.



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Postline: **GRO**
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Memo

Cont...

I am in receipt of Antecedents and will arrange for copies to be forwarded in due course.

J A McFarlane
Principal Lawyer
Criminal Law Division

juliet.mcfarlane

Ref: CRM/262916/JMcF

z:\criminal work folders\mcfarlane juliet\mcfarlane juliet - crm\262916 - buffrey\262916m7.doc



Graham Brander

From: Juliet McFarlane **GRO**
Sent: 02 February 2010 10:37
To: Graham Brander
Subject: Re: POST OFFICE LIMITED v WENDY VIVIAN BUFFREY - CRM/262916/JMcF CHELTENHAM MAGISTRATES COURT COMMITTAL - 8TH JANUARY 2010 CASE NO: POLTD/0809/0177

Graham

This was heard on the 26th January. The Defendant was committed to Gloucester Crown Court for PCMH on the 19/3/10 at 9.30

Juliet
Juliet McFarlane
Principal Lawyer
Company Secretary's Office
Legal Services
Criminal Law Team

Graham Brander

Graham Brander
01/02/2010 14:52
To: Juliet McFarlane/e/POSTOFFICE **GRO**
cc:
Subject: Re: POST OFFICE LIMITED v WENDY VIVIAN BUFFREY - CRM/262916/JMcF CHELTENHAM MAGISTRATES COURT COMMITTAL - 8TH JANUARY 2010 CASE NO: POLTD/0809/0177
 Juliet McFarlane

Juliet

Has a new date been set for this yet?

Thanks

Regards,
Graham Brander
Security Advisor
Post Office Ltd, National Security Team

GRO
 GRO
 Mobile: **GRO** Mobex: **GRO**
 Fax No: **GRO**
 GRO



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Memo

5th February 2010

Post Office Security

c.c. Graham Brander
Press Office

REGINA v WENDY VIVIAN BUFFREY
GLOUCESTER CROWN COURT
PLEA AND CASE MANAGEMENT HEARING – 19TH MARCH 2010
CASE NO: POLTD/0809/0177

On the 26th January 2010 the Defendant was committed to a Plea and Case Management Hearing at Gloucester Crown Court on the 19th March 2010.

As soon as I am aware of the Defence witness requirements, I will contact you further.

I write to remind you that we require, as soon as possible, details of dates to avoid in respect of these witnesses. Once the case has been warned or fixed for hearing, many Courts will refuse to take it out of the list if dates to avoid have not already been supplied on the grounds that this should have been done earlier.

Instructions to settle the Indictment / Advise on Evidence have been sent to Ms Alexandra Ward of Counsel of 9-12 Bell Yard, London, WC2A 2JR and I will contact you again when we have heard from Counsel.

I am in receipt of Antecedents and will arrange for copies to be forwarded to the Crown Court.

J A McFarlane
Principal Lawyer
Criminal Law Division

juliet.mcfarlane

Ref: CRM/262916/JMcF



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35

Memo

12th February 2010

Post Office Security

c.c. Graham Brander

REGINA v WENDY VIVIAN BUFFREY
GLOUCESTER CROWN COURT
PLEA AND CASE MANAGEMENT HEARING – 19TH MARCH 2010
CASE NO: POLTD/0809/0177

Please note that the unused schedule has been served on the Defence.

Could the Officer advise whether any of the matters contained on the unused could be relevant to the prosecution case. If this is the case, then in the event of a Trial these matters should be produced as exhibits. I will advise further.

J A McFarlane
Principal Lawyer
Criminal Law Division

juliet.mcfarlane

Ref: CRM/262916/JMcF



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Graham Brander

From: Juliet McFarlane [GRO]
Sent: 18 February 2010 12:31
To: Graham Brander
Subject: Re: REGINA v WENDY VIVIAN BUFFREY - CRM/262916/JMcF GLOUCESTER CROWN COURT PLEA AND CASE MANAGEMENT HEARING - 19TH MARCH 2010 CASE NO: POLTD/0809/0177

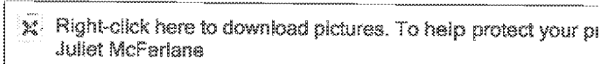
Graham

Thanks

I'll review this as necessary in due course and once we have heard from Counsel

Juliet
Juliet McFarlane
Principal Lawyer
Company Secretary's Office
Legal Services
Criminal Law Team

Graham Brander

Graham Brander
12/02/2010 19:18
To: Juliet McFarlane/e/POSTOFFICE [GRO]
cc: Post Office Security [GRO]
Subject: Re: REGINA v WENDY VIVIAN BUFFREY - CR GLOUCESTER CROWN COURT PLEA AND CASE MANAGEMENT HEARING - 19TH MARCH 2010 CASE NO: POLTD/0809/0177


Juliet

As mentioned in my memo dated 16/12/09 the Horizon CD ROM is currently in the unused and i sought your advice on whether you needed Fujitsu to produce it, as i have produced extracts from it as evidence. I would have thought that if this does proceed to trial then we would need them to.

Mrs Buffrey didn't contest the £5k rem dispute so i don't see a need to produce any material in the unused relating to this. The various Horizon reports in the unused don't, in my opinion add anything to our case, as the extracts i have produced, hopefully give a clearer picture of the adjustments to stamp books.

Regards

Graham
 Juliet McFarlane

Juliet McFarlane
Sent by: Marilyn
To: Post Office Security [GRO]
cc: Graham Brander/e/POSTOFFICE [GRO]
Subject: REGINA v WENDY VIVIAN BUFFREY - CRM/262916/JMcF

Benjamin GLOUCESTER CROWN COURT
PLEA AND CASE MANAGEMENT HEARING – 19TH
12/02/2010 MARCH 2010
16:56 CASE NO: POLTD/0809/0177

Please see the attached advice in the above case.

Juliet McFarlane
Principal Lawyer
Company Secretary's Office
Legal Services
Criminal Law Team

>>>> 262916M11.doc attachment was removed from this email <<<<

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Memo

22nd February 2010
Post Office Security
c.c. Graham Brander



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REGINA v WENDY VIVIAN BUFFREY
GLOUCESTER CROWN COURT
PLEA AND CASE MANAGEMENT HEARING – 19TH MARCH 2010
CASE NO: POLTD/0809/0177

The Brief for the Prosecution has been sent to Ms Alex Ward of Counsel of 9-12 Bell Yard, London, WC2A 2JR. A copy of the Indictment is enclosed herewith for your information.

If a List of Dates to avoid has not already been provided this should be done as quickly as possible.

I remind you of the continuing requirement of disclosure of any material which might reasonably be considered capable of undermining the Prosecution case or assisting the Defence case.

In accordance with the most recent Practice Direction seven copies of the Antecedent documents must be prepared which must be sent to this Office. We shall then forward five copies to the Crown Court.

The Officer in the case must attend all Crown Court Hearings.

Phil Taylor
Legal Executive
Criminal Law Division

Ref: CRM/262916/JMcF/PT

39

INDICTMENT

THE CROWN COURT AT GLOUCESTER

THE QUEEN

v

WENDY VIVIAN BUFFREY

Charged as follows:

COUNT 1

STATEMENT OF OFFENCE

FRAUD Contrary to Section 1 of the Fraud Act 2006

PARTICULARS OF OFFENCE

WENDY VIVIAN BUFFREY between the 9th day of April 2008 and the 11th day of December 2008 dishonestly made false representations on a Horizon Final Balance Account for Up Hatherley Sub Post Office namely that the amount of cash in hand was greater than the true figure thereby intending to make a gain for herself or to expose the Post Office Limited to a risk of loss

40

GLOUCESTER CROWN COURT

THE QUEEN

v

WENDY VIVIAN BUFFREY

INDICTMENT

General Counsel to
Royal Mail Group Limited
Legal Services
6a Eccleston Street
Victoria
LONDON
SW1W 9LT

4

Graham Brander

From: Graham Brander [redacted] **GRO**
Sent: 24 February 2010 12:07
To: Juliet McFarlane; Phil Taylor
Subject: Re: REGINA v WENDY VIVIAN BUFFREY - CRM/262916/JMcF/PT GLOUCESTER CROWN COURT PLEA AND CASE MANAGEMENT HEARING – 19TH MARCH 2010 CASE NO: POLTD/0809/0177

Attachments: GS010 witness non-availability (a) .doc; GS010 witness non-availability (b) .doc
Juliet / Phil

Please see attached dates to avoid in respect of above case.

(See attached file: GS010 witness non-availability (a) .doc)(See attached file: GS010 witness non-availability (b) .doc)

Regards,
Graham Brander
Security Advisor
Post Office Ltd, National Security Team

	GRO	
	GRO	
	Mobile: GRO	Mobex: GRO
	Fax No: GRO	
	GRO	

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Graham Brander

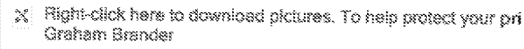
From: Graham Brander GRO
Sent: 19 March 2010 12:51
To: Juliet McFarlane
Subject: Re: REGINA v WENDY VIVIAN BUFFREY - CRM/262916/JMcF GLOUCESTER CROWN COURT PLEA AND CASE MANAGEMENT HEARING - 19TH MARCH 2010 CASE NO: POLTD/0809/0177

Nothing decided at time i spoke to Alex, although she is anticipating the defence wanting an adjournment, approx 2 weeks. Defence counsel only just looked at papers. His instruction from Buffrey is that there was no loss, it's just an accounting problem. I explained to Alex, why it isn't an accounting problem i.e. nothing found by auditors (except large cash loss) and no TCs from Chesterfield to give a legitimate explanation for £26k loss.

Regards

Graham

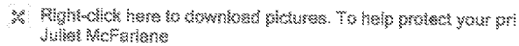
Juliet McFarlane

To: Graham Brander/e/POSTOFFICE GRO
cc:
Subject: Re: REGINA v WENDY VIVIAN BUFFREY - CR GLOUCESTER CROWN COURT PLEA AND CASE MANAGEMENT HEARING - 19TH MARCH 2010 CASE NO: POLTD/0809/0177
19/03/2010 12:28


What happened?

Juliet

Graham Brander


To: Juliet McFarlane/e/POSTOFFICE GRO
cc:
Subject: Re: REGINA v WENDY VIVIAN BUFFREY - CR GLOUCESTER CROWN COURT PLEA AND CASE MANAGEMENT HEARING - 19TH MARCH 2010 CASE NO: POLTD/0809/0177
19/03/2010 11:40



Juliet



Alex has asked me to send you 2 copies of the Horizon data; 1 for her and 1 for the defence. These will be posted to you today.


43


Regards,
Graham Brander
Security Advisor
Post Office Ltd, National Security Team


 **GRO**


 **GRO**

 Mobile: **GRO**  Mobile: **GRO**


 Fax No: **GRO**

 **GRO**

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Memo



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24th March 2010

Post Office Security

c.c. Graham Brander
Press Office

REGINA v WENDY VIVIAN BUFFREY
GLOUCESTER CROWN COURT
PLEA AND CASE MANAGEMENT HEARING – 8TH APRIL 2010
CASE NO: POLTD/0809/0177

The above case was heard on the 19th March 2010. Counsel Alex Ward attended to prosecute.

At the Defence request the case was adjourned to the 8th April 2010 for a further Plea and Case Management Hearing. This was to give the opportunity for the Defence to prepare a Defence Statement.

The Defence also requested the sight of the Trading Statements electronically if possible as the copies served are not legible.

Could an electronic copy of the data be forwarded, further could it be clarified whether or not it is possible to serve the Trading Statements in electronic form?

I attach a copy of the amended Indictment.

J A McFarlane
Principal Lawyer
Criminal Law Division

juliet.mcfarlane: **GRO**

Ref: CRM/262916/JMcF

NB I appear to have received two copies of the Horizon Data for periods 28/5/09, 4/12/09, 22/7/09 several, and 28/5/09. I have served a copy on the Defence and a copy on Counsel. I may need a further copy for my file in due course.

z:\criminal work folders\mcfarlane juliet\mcfarlane juliet - crm\262916 - buffrey\262916m12.doc

43

INDICTMENT

THE CROWN COURT AT GLOUCESTER

THE QUEEN

v

WENDY VIVIAN BUFFREY

Charged as follows:

COUNT 1

STATEMENT OF OFFENCE

FRAUD Contrary to Section 1 of the Fraud Act 2006

PARTICULARS OF OFFENCE

WENDY VIVIAN BUFFREY between the 9th day of April 2008 and the 11th day of December 2008 dishonestly and intending thereby to make a gain for herself or another, made false representations to Post Office Limited which was and which she knew was or might be untrue or misleading, namely by representing on a Horizon Final Branch Trading Statement Account for Up Hatherley Sub Post Office that the amount of cash in hand was greater than the true figure, in breach of Section 2 of the Fraud Act 2006.

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GLOUCESTER CROWN COURT

THE QUEEN

v

WENDY VIVIAN BUFFREY

INDICTMENT

General Counsel to
Royal Mail Group Limited
Legal Services
6a Eccleston Street
Victoria
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SW1W 9LT

47

Memo

26th March 2010
Post Office Security
c.c. Graham Brander
Press Office



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REGINA v WENDY VIVIAN BUFFREY
GLOUCESTER CROWN COURT
ADJOURNED PLEA AND CASE MANAGEMENT HEARING – 8TH APRIL 2010
CASE NO: POLTD/0809/0177

I write further to my colleague Miss McFarlane's E-Mail of the 24th March 2010.

I have now received a full report from our Agents Messrs Darbys.

Defence Counsel had only just received the evidential documentation provided by the prosecution and had not had the benefit of a conference prior to the 19th March 2010. Defence Counsel said that some of the documents received were illegible and His Honour Picton ordered that the prosecution serve a CD ROM containing such documentation to the Defence by the 25th March 2010. As I have only received this letter on the 25th March 2010 and you are, I believe, on holiday it will not be possible to comply with that Order but I understand that it relates to the Trading Statements.

Please could you, as soon as you return from Annual Leave prepare 3 copies (if these are not already prepared) of this documentation and forward them to this Office as a matter of urgency. Our Agents Darbys will attend the adjourned hearing with Counsel.

Regards.

Phil Taylor
Legal Executive
Criminal Law Division

GRO

Ref: CRM/262916/JMcF/PT

Graham Brander

From: Marilyn Benjamin [GRO] on behalf of Phil Taylor [phil.taylor@GRO]
Sent: 31 March 2010 14:09
To: Graham Brander
Subject: Re: Fw: REGINA v WENDY VIVIAN BUFFREY - CRM/262916/JMcF/PT
Graham,

I confirm I have sent this E-Mail to Alex Ward today.

Phil Taylor
Legal Executive
Criminal Law Division

[GRO]
Graham Brander

Graham Brander To: Phil Taylor/e/POSTOFFICE@GRO
cc:
Subject: Fw: REGINA v WENDY VIVIAN BUFFREY - CRM/262916/JMcF/PT
31/03/2010 10:10

Phil


I note that Juliet is out of office until 06/04. As hearing on 08/04, would you be able to forward this e-mail to Alex Ward, so she has time to view it and in case she needs to disclose any of it to defence.

Thanks

Graham

----- Forwarded by Graham Brander/e/POSTOFFICE on 31/03/2010 10:08 -----

Graham Brander To: Juliet McFurlane/e/POSTOFFICE@GRO
cc: Phil Taylor/e/POSTOFFICE@GRO; Jason G C
Subject: Re: REGINA v WENDY VIVIAN BUFFREY - CR GLOUCESTER CROWN COURT
ADJOURNED PLEA AND CASE MANAGEMENT HEAR
CASE NO: POLTD/0809/0177
30/03/2010 11:14

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Graham Brander

Juliet

I have checked with Chesterfield and there is no way of duplicating a Branch Trading Statement electronically. The only data captured at Chesterfield relates to the local suspense i.e. the discrepancies declared. I have extracted data from the Horizon CD ROMS to show all the negative (DDN) and positive (DDP) discrepancies for all stock units. I have also shown how collectively they form the overall nett monthly discrepancy, which is denoted by HK, meaning House Keeping. If you total all discrepancies in a Trading Period, as denoted by DDN & DDP, you will see that they equate to the highlighted HK figure, which is represented as the the nett discrepancy on the appropriate Branch Trading Statement.

In addition to the two copies of Horizon data previously sent, i will forward another CD ROM to you today, for use as your copy.

03/11/2010

I have been asked to attend a sentencing in Southampton on behalf of Mike Wilcox on 08 April. Can you ascertain whether i am needed to attend P&CMH in Gloucester that day. Due to T&S restraints i rarely attend any court hearing these days unless specifically required to do so.

Regards,
Graham Brander
Security Advisor
Post Office Ltd, National Security Team

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

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>>>> DDN & DDP & HK.xls attachment was removed from this email <<<<

50

Memo

23rd April 2010

Post Office Security

c.c. Graham Brander
Press Office

REGINA v WENDY VIVIAN BUFFREY
GLOUCESTER CROWN COURT
TRIAL – 20TH SEPTEMBER 2010
CASE NO: POLTD/0809/0177

The above case was heard at Gloucester Crown Court on the 8th April 2010. Alex Ward of Counsel attended to prosecute. The Defendant was represented by Rosie Walsh of Counsel.

The Defendant was arraigned and pleaded Not Guilty to the charge of fraud.

The Defendant handed in a signed copy of the Defence Statement whereupon the Judge made comment that the Defendant has admitted to knowingly concealing £5,000 representing the shortfall in cash back.

The Judge asked Counsel to re-consider the matter.

When the Defendant re-appeared in Court a second charge of theft of £5,000 was added to the indictment. The Defendant pleaded Guilty and handed in a basis of plea in respect of Count 2.

The prosecution did not accept the plea and therefore the case was adjourned for Trial on the 20th September 2010 for a 3 day hearing at Gloucester Crown Court.

The Judge made the Directions that

- 1 By the 19th May 2010 the prosecution are to serve on the Defence a copy of their Opening Note, a copy of their draft Admission and a copy of the proposed Jury Bundle.
- 2 By the 30th June 2010 the Defence are to respond to the prosecution in relation to the documents served and any Expert's Report they intend to use.
- 3 By the 21st July 2010 the prosecution are to disclose any additional evidence to the Defence.

The Judge indicated that the Prosecution and the Defence should inform the Case Progression Officer of any slippage on the proposed timetable.



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4

Memo

Cont...

Could you formally consider the matter with a view to whether or not a plea to the £5,000 is sufficient and whether the trial should proceed.

Copies of the Defence Statement and Basis of Plea are enclosed. On the basis that the case is to proceed, I would be grateful if you could consider the Defence Case Statement and address any issues as to further disclosure.

J A McFarlane
Principal Lawyer
Criminal Law Division

Juliet.mcfarlane **GRO**

Ref: CRM/262916/JMcF

z:\criminal work folders\mcfarlane juliet\mcfarlane juliet - crm\262916 - buffrey\262916m14.doc

Sz

Memo

27th April 2010
Post Office Security
c.c. Graham Brander



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REGINA v WENDY VIVIAN BUFFREY
GLOUCESTER CROWN COURT
TRIAL – 20TH SEPTEMBER 2010
CASE NO: POLTD/0809/0177

I enclose a copy of a letter received from Messrs Rowbis who act for the Defendant. I also enclose my letter of acknowledgement for your information.

Regards.

Phil Taylor
Legal Executive
Criminal Law Division

GRO

Ref: CRM/262916/JMcF/PT

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POST OFFICE LTD CONFIDENTIAL: INVESTIGATION, LEGAL

To Juliet McFarlane
Principal Lawyer

Date 13/05/10

REF: Wendy Vivian Buffrey - POLTD/0809/0177

Further to your memo dated 23 April 2010, I now make the following points:

- 1) I have discussed the proposal of solely accepting a plea to fraud of £5,000 with Mr Paul Southin, Financial Investigator and we are both in agreement that this is unacceptable. Our joint opinion is that the fraud charge should remain at £26,256.63, which may or may not include a separate further charge for the £5,000 remittance deficit.
- 2) In response to the Defence Statement:
 - i) On page 2, 3rd paragraph the statement refers to 'mistakes' on 14 May 2008, which she tried to correct on 21 May and 09 July. The May dates relate to the stock adjustments of 630 self adhesive stamps x 100 but I am unaware of what she tried to 'correct' on 09 July.
 - ii) That same paragraph goes on to refer to a cash deposit of £10,600 accepted as £19,600 on 15 November 2008. I can confirm that Horizon shows an Alliance & Leicester business deposit entry for £19,600 on that day. However this does not 'form part of the accounting problems', as the deficit of £9,000 it created in the accounts was declared by Mrs Buffrey when completing a Branch Trading Statement (BTS) on 10 December 2008 (day prior to audit). Mrs Buffrey settled centrally the net deficit in the accounts of £9,065.08. As such, this did not affect the resulting deficit identified during the audit the following day. Mrs Buffrey has received credit for this amount, which can be seen on item 13 of the Unused Material (copy included with this memo). This shows a credit of £9,000 (negative entry) in respect of an A&L deposit and £9,065.08 (positive entry) due to this being settled centrally.
The BTS completed on 10 December was not supplied to me and I have asked the auditor (Judy Balderson) to see if she has it, although the discrepancies and House keeping can be seen on the Horizon data extract schedule I e-mailed to you on 30 March 2010. Do you/counsel want this schedule produced or to be included with the Unused Material?
In her interview, Mrs Buffrey states that since the stock adjustment problems in May, the accounts were running constantly at around £20k short, which increased to £25k following the remittance discrepancy on 26 September 2008. If she is now suggesting that this £9,000 A&L error is 'part of the accounting problems' then her loss being carried from May could have been no more than £11k, which would have increased to £16k on 26/09 and then to £25k on 15/11.
 - iii) The final paragraph on page 2 suggests that the stock errors must be just errors as 'she simply did not have the quantities of stock that she wrongly declared on the system'. This is irrelevant as you can input whatever figures you chose, either through error or deliberately (if covering a loss or trying to cloud issues) irrespective of how much stock you physically have at the branch. It also says that she did not 'have the correlative amount of cash in the system to take off the premises'. It can be seen at 21.52 of the first tape summary

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POST OFFICE LTD CONFIDENTIAL: INVESTIGATION, LEGAL

(GDB/4) that Gary Thomas asks the question; *'Is it likely then in stock unit 6 at your branch you would have had nearly £23,000 in cash in there though? To which Mrs Buffrey's response is; 'Quite possibly.'*

- iv) Regarding the points raised in section 3 of the Defence Statement I now enclose copies of items 1-3, 7-13 and 16-17 as listed on the Unused Material Schedule. I have not copied all the Branch Trading Statements which are prior to the indictment period (Item 14) as the print on most is very faint and most of the discrepancies illegible. Please advise if you require me to photocopy these. In respect of item 12 on the Unused Material schedule I enclose 3 x copies of the Cash Centre CCTV footage, which can be viewed using Windows media player, although the £5,000 remittance shortage has never been in dispute by Mrs Buffrey.

In respect of the second & third points made in section 3 of the Defence Statement I am unable to comment on what is meant by 'accounting problems'. I have requested statements from Fujitsu in respect of the Horizon data supplied and in respect of calls made to Horizon Support Helpdesk (HSH) during period of indictment at Up Hatherley Post Office. Once received, I will submit originals & copies in the normal way.

In respect of the final item in section 3, I have produced a further statement, which hopefully explains in more detail the process for adjusting stock items and covers how schedules (GDB/8 & GDB/9) were compiled. Original & copy statements are enclosed with this memo, with associated GS009 forms

In reference to the letter from Rowbis Solicitors dated 23 April 2010 I make the following comments in response to the points they raise.

1. a,b&c) These points are covered in further statement from me enclosed with this memo.
2. I have photocopied these again ('Best Copy') and are included with this memo, although some entries are still barely legible, which is due to the poor quality of the originals.
3. a) The CD ROMS show all transactions conducted within their representative periods but when I copied these onto disks the auto filter had been applied, whilst I had conducted my analysis. In order to view all transactions just click on the drop down arrow on the Product no. column and drag the bar up to the top and click on 'All', to view all transactions. Product no. 4382 relates to a Lloyds personal cash deposit.
 - b) This is because the auto filter is set to 'All'. As detailed above, this is the setting which needs to be applied to all of these schedules to view all transactions. I have copied a schedule of Horizon Product Codes, as of April 2008 onto a disk (x3) which are enclosed with this memo.
 - c) Fujitsu supplies us with data broken down in two ways. The first spreadsheet for each period shows all transactions conducted including all items in serve customer (SC) mode as well as transfers, remittances, stock adjustments, reversals and declared discrepancies. The second spreadsheet predominately details things like reports printed/previewed, cash declarations & variances and users logging on / off Horizon. Again, these appear as the result of entries made by an operator/s at Up Hatherley Post Office.

Please also note that I have received from Chesterfield microfiche copies of Lloyds TSB deposits in the name of Mr D C Buffrey, with associated Batch Control Vouchers (BCV's) covering the period 17 January 2008 to 17 October 2009.

SS

POST OFFICE LTD CONFIDENTIAL: INVESTIGATION, LEGAL

These were requested by counsel during our case conference, should Mrs Buffrey enter 'not guilty' pleas. Please advise whether you want me to get someone at Chesterfield to produce these or whether they should be added to the Unused Material. Ms Balderson seems to recall that the private shop side of Up Hatherley Post Office sold hardware items and pet food, although she points out that she may be mistaken as the audit was a long time ago. I note from the antecedents form completed after Mrs Buffrey was interviewed that she didn't know how much net income was generated in the shop but estimated gross takings of around £100 a day. As such, it would appear that without scrutinising the shop accounts we would be unable to say whether the cash deposits into Mr Buffrey's Lloyds account were from shop takings or fraudulent entries made on Horizon i.e. no money placed in the till.

Please advise me if you / counsel require any further information at this stage.

Graham Brander
Security Advisor

Tel: Mobile:

Graham Brander

From: Graham Brander [GRO]
Sent: 18 May 2010 14:11
To: Juliet McFarlane
Subject: Re: REGINA v WENDY VIVIAN BUFFREY - CRM/262916/JMcF GLOUCESTER CROWN COURT TRIAL - 20TH SEPTEMBER 2010 CASE NO: POLTD/0809/0177

Juliet

Should it not be me producing the BTS, as i have done with the others covering period of indictment. These also would have been sent by Judy, initially to Gary Thomas who first had the case and then they were transferred to me. In other audit cases i have always been the one to produce the BTS's as opposed to the auditor.

Regards

Graham
 Juliet McFarlane

To: Graham Brander/e/POSTOFFICE [GRO]
cc:
Subject: Re: REGINA v WENDY VIVIAN BUFFREY - CR GLOUCESTER CROWN COURT TRIAL - 20TH SEPTEMBER 2010 CASE NO: POLTD/0809/0177
18/05/2010 11:42
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Graham

Just to clarify, the statement should be from Judy Balderson

Juliet McFarlane
Principal Lawyer
Company Secretary's Office
Legal Services
Criminal Law Team

Juliet McFarlane

To: Graham Brander/e/POSTOFFICE
cc:
Subject: Re: REGINA v WENDY VIVIAN BUFFREY - CR GLOUCESTER CROWN COURT TRIAL - 20TH SEPTEMBER 2010 CASE NO: POLTD/0809/0177
18/05/2010 11:35
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Graham

Yes please

I have sent the other papers to counsel who is considering them

Juliet
Juliet McFarlane
Principal Lawyer
Company Secretary's Office
Legal Services
Criminal Law Team

Graham Brander

To: Juliet McFarlane/e/POSTOFFICE [GRO]
cc:
Subject: Re: REGINA v WENDY VIVIAN BUFFREY - CR GLOUCESTER CROWN COURT TRIAL - 20TH SEPTEMBER 2010 CASE NO: POLTD/0809/0177
17/05/2010 15:37
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Juliet

further to my memo 13/05/10, i have now received from Judy Balderson (auditor) the original BTS for period ending 10/12/08, showing a net shortage of £9,065.08. As the print on this was unclear Judy cleaned the printer head and did a reprint, which is much clearer.

Allowing for £9,000 relating to a Giro error, she has effectively declared the accounts £65.08 short. The audit the following day identified a deficit circa £26K.

Please advise if you want me to produce either or both of these documents.

03/11/2010

Regards,
Graham Brander
Security Advisor
Post Office Ltd, National Security Team

✉ GRO

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Graham Brander

From: Alexandra Ward [GRO]
Sent: 01 June 2010 17:36
To: Graham Brander; Phil Taylor
Cc: Juliet McFarlane; Marilyn Benjamin
Subject: RE: REGINA v WENDY BUFFREY
Attachments: ATT166458.gif; opening note final 01062010.doc; Proposed JB index.xls

Dear Graham and Phil,

Thank you for considering the opening note so promptly and for including the updated information. I knew that we were expecting a later BTS from Judy. When the better copies are served I will just rely on those in the jury bundle.

Have you been asked to obtain a further statement from Judy? It would be useful to have a statement from her setting out what the audit involved and the fact that there were only minor discrepancies in the stock.

Phil, I attach a final version of the opening note incorporating Graham's amendments. Could this be served on defence and Court ASAP please?

Thanks to all


Alex

From: graham.brande[mailto:GRO]
Sent: Tue 01/06/2010 17:16
To: phil.taylor[GRO]
Cc: Alexandra Ward; juliet.mcfarlane[GRO]; marilyn.benjamin[GRO]
Subject: Re: REGINA v WENDY BUFFREY

Phil

I have had a look at Draft Opening Note and made a few suggested ammendments, which are highlighted in blue. The JB Index appears fine, although subject to what else needs to be produced (see ammended Opening Note and my memo 13/05/10). At the very least i am intending to produce the re-printed BTS for period ending 10/12/08, which will then need to be added onto end.

As discussed earlier i am chasing up the Fujitsu statements, in order to produce the Horizon CD ROMS, explain it's workings and cover any calls to Horizon Support Helpdesk (HSH) during period of indictment.

 Right-click here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture f

Marilyn Benjamin

01/06/2010 10:27

To: Graham Brander/e/POSTOFFICE [GRO]
cc:
Subject: REGINA v WENDY BUFFREY

03/11/2010

Please see Counsel's E-Mail and enclosures in the above case.

Phil Taylor
Legal Executive
Criminal Law Division

Tel No. **GRO**

— Forwarded by Marilyn Benjamin/e/POSTOFFICE on 01/06/2010 10:26 —

Alexandra Ward **GRO**

To: Phil Taylor/e/POSTOFFICE

cc:

Subject: Buffrey

31/05/2010 17:39

Dear Phil

I hope you are well. Would you ask Graham Brander to consider my opening note today. We only received notification of the extension on Friday and the document is due to be sent to the Court and Defence on Tuesday 1st June.

If Graham could check it and suggest any amendments I would be very grateful. I am in conference from 14:30 but should be able to process any of his suggestions and get them back to you by close of play Tues.

I also attach a draft jury bundle index and would appreciate that being sent to the Court and defence too.

Many thanks

Alex

Alexandra Ward
Barrister
9-12 Bell Yard
London

Tel: **GRO**
Mob:

>>>> opening note draft.doc attachment was removed from this email <<<<

>>>> Proposed JB index.xls attachment was removed from this email <<<<



POST OFFICE LTD CONFIDENTIAL: INVESTIGATION, LEGAL

To Juliet McFarlane
Principal Lawyer

Date 18/06/10

REF: Wendy Vivian Buffrey - POLTD/0809/0177

Please find enclosed with this memo, statements from Penny Thomas producing the Horizon data and Andrew Dunks summarising calls made to the Horizon Support Helpdesk (HSH) during the period of the indictment. I also enclose a further statement from me, producing the reprint Branch Trading Statement (BTS) covering the period 12/11/08 - 10/12/08.

I have removed the Horizon CD ROM from the unused material, as this has now been produced, and added to that schedule, the original BTS covering the period 12/11/08 - 10/12/08. An updated Unused Material schedule is included with this memo.

Having now received a statement from Penny Thomas, I note that the trial period of 20-22 September 2010 is included in her dates to avoid. Clearly the trial date will have to be altered, if Penny is required to give evidence in person. Andy Dunks didn't supply personal details / dates to avoid and I have e-mailed him, asking for this urgently. He is currently on leave but due back on Monday 21 June 2010. Once I have obtained his dates to avoid I will send you an updated schedule covering all witnesses.

Please advise me if you / counsel require any further information at this stage.

Graham Brander
Security Advisor

Tel: Mobile:

61

Graham Brander

From: Juliet McFarlane
Sent: 30 June 2010 10:26
To: Graham Brander
Subject: Re: REGINA v WENDY VIVIAN BUFFREY - CRM/262916/JMcF GLOUCESTER CROWN COURT TRIAL – 20TH SEPTEMBER 2010 CASE NO: POLTD/0809/0177

Graham

Regarding the additional evidence forwarded, Andrew Dunks need to produce the documents to which he refers.

This is a common error when Andrew Dunks provides a Statement , it needs to be made clear to him that he cannot simply relate information from documents in his statements and then not produce that document

Juliet
Juliet McFarlane
Principal Lawyer
Company Secretary's Office
Legal Services
Criminal Law Team

62

Memo

30th June 2010

Post Office Security

c.c. Graham Brander

REGINA v WENDY VIVIAN BUFFREY
GLOUCESTER CROWN COURT
TRIAL - 20TH SEPTEMBER 2010
CASE NO: POLTD/0809/0177

I look forward to receiving the relevant Call Logs from Andrew Dunks as soon as possible. I will need to add these to the exhibit list.

I note that Andrew Dunks has now returned from leave and look forward to receiving his dates to avoid.

I will ask Phil Taylor to liaise with the Court and the Defence regarding the witness Penny Thomas.

J A McFarlane
Principal Lawyer
Criminal Law Division

juliet.mcfarlane@royalmail.com **GRO**

Ref: CRM/262916/JMcF



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Postline: **GRO**
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Graham Brander

From: Graham Brander
Sent: 29 July 2010 17:07
To: Phil Taylor
Subject: RE: REGINA v WENDY VIVIAN BUFFREY - CRM/262916/JMcF GLOUCESTER CROWN COURT TRIAL - 20TH SEPTEMBER 2010 CASE NO: POLTD/0809/0177

Phil

Firstly, no problem with how defence want to play GDB/17, which as you say is perfectly clear. Happy for defence/forensic accountant to contact me.

Secondly, I spoke to Jane Owen again today re: Andy Dunk's statement. If heard nothing by Tuesday she will chase through different contact point.

Thirdly, only Penny Thomas performs the expert witness role for Fujitsu. As you have probably gathered we have enough problems getting Andy Dunks to produce the call logs let alone the entire workings of Horizon. As such, IF defence wish to cross examine on Horizon i.e. Penny's statement, then we will have to re-arrange trial date. If Penny isn't required to give evidence in person then we are okay, so I don't know if Alex wants to speak to defence counterpart to gauge if Penny will be required.

Regards
Graham Brander

GRO

From: Marilyn Benjamin **On Behalf Of** Phil Taylor
Sent: 29 July 2010 16:06
To: Graham Brander
Subject: RE: REGINA v WENDY VIVIAN BUFFREY - CRM/262916/JMcF GLOUCESTER CROWN COURT TRIAL - 20TH SEPTEMBER 2010 CASE NO: POLTD/0809/0177

Graham,

It is only GDB/17 that the Defence are concerned about. We darkened it to the maximum on our copier but it appears that that is not satisfactory to the Defence. Actually I can read every amount on our darkened copy but there it is. I will send your explanation in your second paragraph to the Defence but I will also let them have your explanation with regard to your second paragraph.

Another alternative would be if their Defence Expert were to have GDB/17 then I am sure he could ring you and get the figures put it which he cannot read. That exercise might take 10 minutes whereas the Defence Expert travelling to your Office or you to his from Gloucester to Eastleigh might take some 3-4 hours depending on whether my geography is accurate.

I note you are still chasing the Fujitsu Call Log Schedule.

Regarding Penny Thomas I have received a reply from Counsel that (optimistically) the case is only expected to last for 3 days. Counsel is suggesting whether there is another witness from Fujitsu who is available on the 20th or 21st or who give the same evidence? Counsel would prefer this than having to move the fixed trial date for the sake of one witness and I tend to agree with her.

Regards.

Phil Taylor

From: Graham Brander
Sent: 27 July 2010 16:38
To: Juliet Mcfarlane
Cc: Phil Taylor
Subject: RE: REGINA v WENDY VIVIAN BUFFREY - CRM/262916/JMcF GLOUCESTER CROWN COURT

03/11/2010

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TRIAL - 20TH SEPTEMBER 2010 CASE NO: POLTD/0809/0177

Juliet

GDB17 was a clear reprint and so was the copy I produced. I understood the problem to be with the Branch Trading Statements (BTS's) produced earlier (GDB10-16). I redid these on my photocopier selecting 'Best' copy. Unfortunately they are unclear as that is the state of the originals. I am happy to take originals to show defence so that they can see that the problem isn't in the photocopying.

Even if clear, all the BTS's would show us is that the false cash on hand figure (as admitted by Mrs Buffrey at interview and to Judy Balderson – see JB/1) and that the discrepancies declared didn't reflect the true state of the accounts (due to cash figure being false). The CD ROMS containing Horizon data supplied previously can be accessed to view the discrepancies, housekeeping (amount declared as short/over on BTS's) and final cash declarations prior to completion of BTS's, which would be the cash on hand figure shown on it.

On a slightly separate note I am still chasing (sent another e-mail this morning) Fujitsu for a further statement producing Call Log schedule.

Regards
Graham Brander
GRO

From: Juliet McFarlane
Sent: 27 July 2010 15:52
To: Graham Brander
Cc: Phil Taylor
Subject: RE: REGINA v WENDY VIVIAN BUFFREY - CRM/262916/JMcF GLOUCESTER CROWN COURT TRIAL - 20TH SEPTEMBER 2010 CASE NO: POLTD/0809/0177

Graham

The Defence are still unhappy with the copy of GDB17 supplied. Is there any chance of getting a better copy and or are the originals any better?

Juliet McFarlane
Principal Lawyer
Legal Services, Criminal Law Team

65

Memo

5th August 2010
Post Office Security
c.c. Graham Brander



The Real Network

Legal Services
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REGINA v WENDY VIVIAN BUFFREY
GLOUCESTER CROWN COURT
TRIAL – 20TH SEPTEMBER 2010
CASE NO: POLTD/0809/0177

I am enclosing a copy of Rowbis's letter to which I need your instructions. I have explained to them by letter now the paragraph dealing with it in your E-Mail of the 27th July 2010 timed at 16.38.

However, could you let me know why we can't get a better copy from the original database. Re: creating a new copy using the original figures, I assume that is too lengthy an undertaking?

Regards,

Phil Taylor
Legal Executive
Criminal Law Division

GRO

Ref: CRM/262916/JMcF/PT

z:\criminal work folders\phil taylor\taylor phil - crm\262916 - buffrey\262916m5.doc

66

Graham Brander

From: Graham Brander
Sent: 06 August 2010 16:31
To: Phil Taylor; Juliet Mcfarlane
Subject: FW: Report reprints-Buffrey
Attachments: image020.gif; image012.wmz

Phil/Juliet

Please see response from Fujitsu re: extracting BTS data in respect of Up Hatherley (Buffrey). Even if this could be done, there is a time & cost implication and I don't know what these extractions would look like.

As I have reported on a number of occasions, irrespective of anything else contained on BTS, by Mrs Buffrey's own admissions, she falsified the cash figures over a period of approx 6 months. If these figures cannot be seen on any of the BTS' the amounts declared prior to completing BTS can be seen on the Horizon data CD ROMS.

Regards
Graham Brander
GRO

From: Jane M Owen
Sent: 06 August 2010 14:56
To: Graham Brander
Subject: RE: Report reprints

Hi Graham

This is the reply that I have had back from Penny regarding the reprints

We are unable to produce BTS from transaction data now by query. The tools we used with the old Horizon system do not apply in the HNGX application. We could probably get someone in to extract the information; I could find out timings and likely cost, if you would like me to.

Regards

Jane

Jane Owen
Security Team Advisor
Security Team, Post Office Ltd



Royal Mail, Clippers House, 3rd Floor, Clippers Quay, SALFORD. M50 3NW

GRO Postline: GRO
GRO Mobsx: GRO
GRO

Post Office HR Help



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From: Graham Brander
Sent: 05 August 2010 16:37
To: Jane M Owen
Cc: Phil Taylor
Subject: Report reprints

Hi Jane

03/11/2010

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Apologies but I have another Fujitsu query in respect of my Up Hatherley case. The Branch Trading Statements are of a poor print quality and the Defence are questioning why we are unable to reproduce these. These cannot be reproduced at either the branch (too much time lapsed) or P&BA in Chesterfield. Can you ask Penny to confirm whether or not they are able to reproduce reports at Fujitsu i.e. a Branch Trading Statement?

A quick response would be appreciated, so that I can get back to CLT/Defence before I go on leave.

Thanks

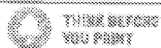
Regards

GRO

Security Advisor
Post Office Ltd, National Security Team



GRO
GRO Fax: GRO
GRO (Mobex: GRO)
GRO



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Graham Brander

From: Graham Brander
Sent: 10 August 2010 13:02
To: Juliet McFarlane
Subject: FW: REGINA v WENDY VIVIAN BUFFREY - CRM/262916/JMcF/PT GLOUCESTER CROWN COURT
ADJOURNED PLEA AND CASE MANAGEMENT HEARING – 8TH APRIL 2010 CASE NO:
POLTD/0809/0177

Attachments: DDN & DDP & HK.xls; cash declared 05-11.10.08.xls

Juliet

Further to yesterday's discussion, here is the e-mail & attachment I sent explaining Discrepancies and Housekeeping. If you left click on first DDP/DDN entry after green highlighted HK figure and hold down on mouse, then scroll down to last DDP/DDN before next green HK figure, it will total up those entries, which equate to the HK figure. HK (House Keeping) is effectively the net total of all discrepancies from all stocks and is the net discrepancy shown on the BTS. This doesn't work for the first lot of data i.e. 09/04/08 as I don't have all the Horizon data for that Trading Period.

If we used the BTS completed originally at 07.53 on 11/12/08 (GDB/17) as an example, we can see that the net discrepancy was -£9,065.08. You can see from my DDN/DDP/HK schedule that this agrees with the net total of DDP's/DDN's as well as the overall House keeping figure (HK). The same process can be adopted for other BTS's whereby the figures haven't printed clearly in order to identify the net discrepancy declared.

I also attach an extract showing cash declared for all stocks from 05-11/12/08. Again using the BTS (GDB/17) as an example, I have created a further column on my extract to reflect the final cash declaration from each stock prior to the completion of that BTS. As you can see, they agree with the BTS, both as individual stock unit cash figures as well as the total office cash on hand figure declared i.e. £81,320.42.

Hopefully this makes sense but if not, give me a call and I can talk you through it.

Regards

Graham Brander

GRO

From: Graham Brander [mailto:**GRO**]
Sent: 30 March 2010 11:14
To: Juliet McFarlane
Cc: Phil Taylor; Jason G Collins
Subject: Re: REGINA v WENDY VIVIAN BUFFREY - CRM/262916/JMcF/PT GLOUCESTER CROWN COURT
ADJOURNED PLEA AND CASE MANAGEMENT HEARING – 8TH APRIL 2010 CASE NO: POLTD/0809/0177

Juliet

I have checked with Chesterfield and there is no way of duplicating a Branch Trading Statement electronically. The only data captured at Chesterfield relates to the local suspense i.e. the discrepancies declared. I have extracted data from the Horizon CD ROMS to show all the negative (DDN) and positive (DDP) discrepancies for all stock units. I have also shown how collectively they form the overall nett monthly discrepancy, which is denoted by HK, meaning House Keeping. If you total all discrepancies in a Trading Period, as denoted by DDN & DDP, you will see that they equate to the highlighted HK figure, which is represented as the the nett discrepancy on the appropriate Branch Trading Statement.

(See attached file: DDN & DDP & HK.xls)

In addition to the two copies of Horizon data previously sent, I will forward another CD ROM to you today, for use as your copy.

I have been asked to attend a sentencing in Southampton on behalf of Mike Wilcox on 08 April. Can you ascertain whether I am needed to attend P&CMH in Gloucester that day. Due to T&S restraints I rarely attend any court hearing these days unless specifically required to do so.

03/11/2010

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Regards,
Graham Brander
Security Advisor
Post Office Ltd, National Security Team

14 High Street, Eastleigh, Hants, SO50 5TA

GRO

Mobiler: GRO

Mobex: GRO

Fax No: GRO

GRO



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Memo

27th August 2010
Post Office Security
c.c. Graham Brander

REGINA v WENDY VIVIAN BUFFREY
GLOUCESTER CROWN COURT
TRIAL - 20TH SEPTEMBER 2010
CASE NO: POLTD/0809/0177

I have received a letter from the Defence asking for an explanation of the Transaction Codes and Item codes which are present on Horizon print outs. I believe there was a complete set of explanations for the codes but if you think the best way is for the Forensic Expert to contact you then we will do it that way. I believe he already has your number from a previous meeting.

I hope you had a good holiday.

Regards.

Phil Taylor
Legal Executive
Criminal Law Division

GRO

Ref: CRM/262916/JMcF/PT

z:\criminal work folders\phil taylor\taylor phil - crm\262916 - buffrey\262916m5.doc



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www.royalmail.com

71

Graham Brander

From: Graham Brander
Sent: 10 September 2010 15:50
To: Juliet Mcfarlane
Cc: 'Thomas Penny'; Jane M Owen
Subject: FW: REGINA v WENDY BUFFREY
Attachments: WS Up Hatherley.doc
Juliet

I understand that you are off this afternoon. Penny has kindly agreed that you can contact her direct to advise on whether you want Andrews' new statement and exhibits sent direct to you, as I am on a residential training course this coming Mon/Tue and won't be back in my office until next Wed.

Regards
Graham Brander
GRO

From: Graham Brander
Sent: 10 September 2010 13:47
To: Juliet Mcfarlane
Subject: FW: REGINA v WENDY BUFFREY

Juliet

Here is the proposed statement from Andy Dunks, covering what was in Penny's statement and producing copies of her exhibits.
Can you confirm this okay and if so do you want original signed statement sent direct to you with exhibits AD/1 & 2 as I will not be in my office now until Wednesday due to residential course Mon/Tues.

Regards
Graham Brander
GRO

From: Thomas Penny [mailto:**GRO**]
Sent: 10 September 2010 13:33
To: Graham Brander
Cc: Jane M Owen
Subject: FW: REGINA v WENDY BUFFREY

Graham

Nice to talk to you again.

As agreed, please find attached a copy of Andy's statement.

I wait to hear further from you.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

Tel: **GRO**
Mob: **GRO**
Fax: **GRO**
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Web: <http://uk.fujitsu.com>

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From: Thomas Penny
Sent: 10 September 2010 12:38
To: 'Jane M Owen'
Subject: RE: REGINA v WENDY BUFFREY



Jane

Andy can cover the content of my statement. He will re-present the disc and provide a statement; we should be able to get them in the post today.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

Tel: [Redacted]
Mob: [Redacted]
Fax: [Redacted]
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Web: <http://uk.fujitsu.com>

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From: Jane M Owen [mailto:[Redacted]]
Sent: 10 September 2010 11:02
To: Thomas Penny
Subject: FW: REGINA v WENDY BUFFREY

Penny
Please see Graham's reply below - can you confirm the points that he is raising please

Thanks

Jane

Jane Owen
Security Team Advisor
Security Team, Post Office Ltd



Royal Mail, Clippers House, 3rd Floor, Clippers Quay, SALFORD. M50 3NW

[Redacted] Postline: [Redacted]
[Redacted] Mobex: [Redacted]
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From: Graham Brander
Sent: 10 September 2010 10:58
To: Jane M Owen
Subject: RE: REGINA v WENDY BUFFREY

Jane

The trial is due to start Monday 20 September at Gloucester Crown Court and scheduled for 3 days. Am I right in thinking then that Andy can cover anything contained within Penny's statement. If so, it may be that he will have to give another statement effectively covering what Penny has written and producing the ARQ's and CD ROMS.

As such can you confirm asap with Andy/Penny that Andu can do this or not as I will have to let Juliet know asap. It was

03/11/2010

always my understanding that Andy didn't give statements covering the subject matter that Penny did.

Regards
Graham Brander
GRO

From: Jane M Owen
Sent: 10 September 2010 10:28
To: Graham Brander
Subject: FW: REGINA v WENDY BUFFREY

Graham
Please see reply below

Regards

Jane

Jane Owen
Security Team Advisor
Security Team, Post Office Ltd



Royal Mail, Clippers House, 3rd Floor, Clippers Quay, SALFORD, M50 3NW

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From: Thomas Penny [mailto:GRO]
Sent: 10 September 2010 10:06
To: Jane M Owen
Cc: Dunks Andy
Subject: RE: REGINA v WENDY BUFFREY

Hi Jane

Andy is able to cover my absence. Could you please provide court and timing details as soon as possible.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovellace Road, Bracknell, Berks RG12 8SN

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E-Mail: GRO
Web: <http://dx.fujitsu.com>

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03/11/2010

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From: Jane M Owen [mailto:GRO]
Sent: 10 September 2010 08:37
To: Thomas Penny
Subject: FW: REGINA v WENDY BUFFREY



Jane Owen
Security Team Advisor
Security Team, Post Office Ltd



Royal Mail, Clippers House, 3rd Floor, Clippers Quay, SALFORD. M50 3NW



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From: Graham Brander
Sent: 09 September 2010 17:16
To: Jane M Owen
Cc: Juliet McFarlane
Subject: FW: REGINA v WENDY BUFFREY

Jane

Can you ascertain from Andy Dunks asap whether he can answer questions re Horizon as contained in Penny's statement. This is because the trial is set for 20-22 Sep and Penny is on leave. If Andy can cover anything in her statement defence may wish to ask, then trial can go ahead on that date, if not it will probably be pulled until later date.

Can you try and get hold of Andy tomorrow and copy Juliet into any response.

Thanks

Regards
Graham Brander



From: Juliet McFarlane
Sent: 09 September 2010 16:58
To: Graham Brander
Subject: RE: REGINA v WENDY BUFFREY

Graham

Counsel also asks whether Mr Dunks can step in for Penny Thomas and answer questions re Horizon

Juliet McFarlane
Principal Lawyer
Legal Services, Criminal Law Team

From: Graham Brander [mailto:GRO]
Sent: 01 June 2010 17:16
To: Phil Taylor

03/11/2010

75

Cc: a.ward [GRO] Juliet McFarlane; Marilyn Benjamin
Subject: Re: REGINA v WENDY BUFFREY

Phil

I have had a look at Draft Opening Note and made a few suggested ammendments, which are highlighted in blue. The JB Index appears fine, although subject to what else needs to be produced (see ammended Opening Note and my memo 13/05/10). At the very least i am intending to produce the re-printed BTS for period ending 10/12/08, which will then need to be added onto end.

(See attached file: opening note draft (ammended).doc)

As discussed earlier i am chasing up the Fujitsu statements, in order to produce the Horizon CD ROMS, explain it's workings and cover any calls to Horizon Support Helpdesk (IISH) during period of indictment.

Regards,
Graham Brander
Security Advisor
Post Office Ltd, National Security Team

14 High Street, Eastleigh, Hants, SO50 5TA

[GRO]

Mobile: [GRO]

Mobex: [GRO]

Fax No: [GRO]

[GRO]



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Marilyn Benjamin

Marilyn Benjamin

To: Graham Brander/e/POSTOFFICE [GRO]

cc:

01/06/2010 Subject: REGINA v WENDY BUFFREY

10:27

Please see Counsel's E-Mail and enclosures in the above case.

Phil Taylor
Legal Executive
Criminal Law Division

Tel No. [GRO]

----- Forwarded by Marilyn Benjamin/e/POSTOFFICE on 01/06/2010 10:26 -----

Alexandra Ward

[GRO]

To: Phil Taylor/e/POSTOFFICE

cc:

[GRO]

Subject: Buffrey

31/05/2010 17:39

03/11/2010

Dear Phil

I hope you are well. Would you ask Graham Brander to consider my opening note today. We only received notification of the extension on Friday and the document is due to be sent to the Court and Defence on Tuesday 1st June.

If Graham could check it and suggest any amendments I would be very grateful. I am in conference from 14:30 but should be able to process any of his suggestions and get them back to you by close of play Tues.

I also attach a draft jury bundle index and would appreciate that being sent to the Court and defence too.

Many thanks

Alex

Alexandra Ward
Barrister
9-12 Bell Yard
London

Tel: (**GRO**)
Mob: **GRO** >>>> opening note draft.doc attachment was removed from this email <<<< >>>>
Proposed JB index.xls attachment was removed from this email <<<<

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Graham Brander

From: Juliet Mcfarlane
Sent: 15 September 2010 12:39
To: Graham Brander
Subject: RE: REGINA v WENDY BUFFREY

Graham

The case was called on Monday. We were not notified but Counsel was and attended. I have copies Counsel's advice below which you may wish to note. I did mention to Counsel on Monday that Andrew Dunks could stand in for Penny Thomas and have now clarified this with her.

Please note the position regarding the trial and also witnesses Andy Dunks will need to be available next week. There is still a chance the case will go off if expert is not ready

Regards

.....

Advice from Counsel

HHJ Picton refused the defence application to break the fixture. Instead he has asked that the defence expert and Mr Brander meet this week in order to see whether there is dispute between the defence and prosecution as to the horizon material. The trial therefore remains listed at Cirencester Crown Court for next week (1/2e 3 days).

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During his meeting with the defence I would invite Graham to focus on explaining how we prove that there was a loss to the Post Office/gain to Mrs Buffrey. I.e. how we know that the sub post office was £26k short (this will focus no doubt on the fact that any errors Mrs Buffrey purported to make were corrected by her).

I have explained to HHJ Picton that Mr Perkins would normally deal with issues raised by defence experts but that he has not been engaged in Mrs Buffrey's case because we only involve him when a report has been served by the defence. I therefore reserved our position as far as Graham's expertise is concerned (no disrespect meant) and stated that because of the lateness of the defence communications the Royal Mail should not be prejudiced by having to respond to something at the last minute. Therefore if there is any matter which the defence raise which Graham feels Mr Perkins is better placed to deal with Graham should be open about this with the defence.

Obviously all efforts should be made to iron out any disputes between defence and prosecution in order to identify what the real issues are and I know that Graham has actively tried to do this already. If, however, following Graham's meeting he feels that there are further issues which need to be explored that cannot be dealt with before Monday then we should notify the case progression officer at Gloucester and make our own application to break as opposed to being railroaded into dealing with defence enquires at the last minute.

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Sadly witnesses will also need to be warned to attend on Monday. I suggest Judy Balderson for the morning (about 11:30). Dunks for the afternoon. I assume/hope that Graham will be there throughout!

Juliet McFarlane
Principal Lawyer
Legal Services, Criminal Law Team

te this email from your system. *****

Graham Brander

From: Juliet McFarlane
Sent: 15 September 2010 13:49
To: Graham Brander
Subject: RE: REGINA v WENDY BUFFREY
Graham

I will serve Andy Dunks statement as NAE but he has already produced the disc in a statement served on the 25/8/10. Am I missing a point?

Regards
Juliet McFarlane
Principal Lawyer
Legal Services, Criminal Law Team

From: Graham Brander
Sent: 10 September 2010 13:47
To: Juliet McFarlane
Subject: FW: REGINA v WENDY BUFFREY

Juliet

Here is the proposed statement from Andy Dunks, covering what was in Penny's statement and producing copies of her exhibits.
Can you confirm this okay and if so do you want original signed statement sent direct to you with exhibits AD/1 & 2 as I will not be in my office now until Wednesday due to residential course Mon/Tues.

Regards
Graham Brander

GRO



Graham Brander

From: Juliet McFarlane
Sent: 15 September 2010 16:04
To: Alexandra Ward
Cc: Jennifer Andrews; Graham Brander
Subject: RE: Buffrey
Alex

I did receive it

I've just received a call from Gloucester Crown court. Judge Picton has ordered that the case is to be listed for mention only on Monday at Cirencester Crown Court Defendant to attend. Trial to start on Tuesday and witnesses warned for then

Juliet McFarlane
Principal Lawyer
Legal Services, Criminal Law Team

Graham Brander

From: Juliet McFarlane
Sent: 16 September 2010 09:58
To: Graham Brander
Subject: RE: REGINA v WENDY BUFFREY
Graham

Below is Counsel's response re witnesses. Could you also let me a brief update in writing re your meeting with the Defence expert yesterday.

Witness requirements are:

Judy Balderson
Andrew Dunks (replacing Penny Thomas)
Graham Brander

Can Judy Balderson and Andrew Dunks be warned for Tuesday.

In addition to the whole trial Graham will need to attend the mention on Monday.

Juliet McFarlane
Principal Lawyer
Legal Services, Criminal Law Team

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Graham Brander

From: Juliet McFarlane
Sent: 16 September 2010 10:55
To: Graham Brander
Subject: RE: REGINA v WENDY BUFFREY

Thanks

Juliet McFarlane
Principal Lawyer
Legal Services, Criminal Law Team

From: Graham Brander
Sent: 16 September 2010 10:44
To: Juliet McFarlane
Subject: RE: REGINA v WENDY BUFFREY

Juliet

I have just spoken to Al Stuart, who is an Audit Co-ordinator and he stated that it was a routine standard risk based audit.

Regards
Graham Brander
GRO

From: Juliet McFarlane
Sent: 16 September 2010 10:15
To: Graham Brander
Subject: RE: REGINA v WENDY BUFFREY

Graham

Question from Counsel

Do we know why Up Hatherley was audited? Was it routine or had suspicion already been aroused?

Juliet

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Memo



15th September 2010

Graham Brander

c.c: Post Office Security

Legal Services
3rd Floor
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R -v- WENDY VIVIAN BUFFREY
GLOUCESTER CROWN COURT 20TH SEPTEMBER 2010
CASE: POLTD/0809/0177

I confirm that I have today served the statement of Andrew Dunks dated 10th September upon all parties. I have not formally exhibited the ARQ and the disk as this appears to have already been served. In any event it is not necessary to exhibit the ARQ unless issue is taken.

Juliet McFarlane
Principal Lawyer
Criminal Law Division

GRO

CRM/262916/JMcF

Graham Brander

From: Juliet McFarlane
Sent: 17 September 2010 08:46
To: Graham Brander
Subject: RE: REGINA v WENDY BUFFREY

Thanks Graham

I agree if they are originals they should be returned to us

Juliet McFarlane
Principal Lawyer
Legal Services, Criminal Law Team

From: Graham Brander
Sent: 16 September 2010 16:23
To: Juliet McFarlane
Subject: RE: REGINA v WENDY BUFFREY

Juliet

I have just spoken to Colin Burston re: what was the contractual stance in view of Mrs Buffrey having Horizon receipts after suspension. He hadn't come across this before so spoke to one of his colleagues who advised that in that circumstance he would contact a certain Juliet McFarlane from the Post Office legal team to get advice!!!

For what it's worth, and I apologise if I am missing the point, my view is that in respect of our case, the auditors would not have needed sight of any receipts (they audit cash, stock, cheques & paid vouchers on hand against what is showing on Horizon and not 2 years worth of printouts). Although these receipts should be kept at the branch (if they are the originals????), if they relate to something which Mrs Buffrey feels accounts for part of the deficit then I don't see a problem with her having them. Of course, they should then be disclosed to us. That said, if they are originals then they should be returned to the Post Office and copies taken if she/defence needs them.

As said; apologies if off mark here.

Regards
Graham Brander

GRO

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Sent: 15 September 2010 12:39
To: Graham Brander
Subject: RE: REGINA v WENDY BUFFREY

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Advice from Counsel

03/11/2010

35

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Juliet McFarlane
Principal Lawyer
Legal Services, Criminal Law Team

te this email from your system. *****

86

Memo

**The Real Network**

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27th October 2010

Post Office Security

c.c. Graham Brander
Paul Southin
Press Office

REGINA v WENDY VIVIAN BUFFREY
CASE NO: POLTD/0809/0177

The above named Defendant appeared at Gloucester Crown Court (sitting at Cirencester Magistrates Court) on the 18th October 2010 for Sentence and the Confiscation matter to be dealt with. The Defendant had already pleaded Guilty to a Basis of Plea on Count 2 and was re-arraigned on Count 1 at a Mention on the 22nd September 2010 to which she pleaded Guilty.

Having pleaded Guilty the Defendant was sentenced as follows:-

	CHARGE	SENTENCE
1	Between the 9 th day of April 2008 and the 12 th day of December 2008 dishonestly and intending thereby to make a gain for herself or another made false representations to Post Office Limited which was and which she knew was or might be untrue or misleading namely by representing on a Horizon Branch Trading Statement for Up Hatherley Sub Post Office that the amount of cash in hand was greater than the true figure in breach of Section 2 of the Fraud Act 2006 (Contrary to Section 1 of the Fraud Act 2006)	Community Order 12 months and a requirement to undertake 150 hours unpaid work
2	Between the 24 th day of September 2008 and the 8 th day of October 2008 dishonestly and intending thereby to make a gain for herself or another or to cause loss to another made a representation to Post Office Limited which was and which she knew was or might be untrue or misleading namely by representing on a Horizon Branch Trading Statement for Up Hatherley Sub Post Office that the amount of cash in hand was greater by £5,000 than the true figure in order to disguise that she had not made good a cash remittance shortage despatched by her on 24 th September 2008 (Contrary to Section 1 of the Fraud Act 2006)	Community Order 12 months and a requirement to undertake 150 hours unpaid work concurrent

Memo

Cont...

The Judge ordered compensation of £26,000 to be paid within a period of 14 days. The Defendant has already repaid this sum but the Order was a mere formality. In addition the Defendant was ordered to pay a contribution of £1,500 towards costs and was given a period of 6 months to pay.

No other Orders were made.

Phil Taylor
Legal Executive
Criminal Law Division

GRO

Ref: CRM/262916/JMcF/PT



Case Closure Reporting

Case Closure report must be emailed to Primary Stakeholder and copied to all Secondary Stakeholders & Jacqueline Whitham, on final completion/submission of case.

Case reference:	POLTD/0809/0177
Date case set up:	12/12/08
Branch Name: (or other Location)	Up Hatherley SPOB
Branch Code:	368523
Main Enquiry Category:	Audit
Enquiry Type:	Cash loss
Name of Person(s) Interviewed: (if applicable)	Wendy Buffrey
Subject type / Grade: (Delete as applicable):	SPMR
Case File associated:	Yes
Primary Stakeholder:	Colin Burston
Secondary Stakeholder(s):	Post Office Security, Jason Collins, Paul Southin
Identified 'Criminal' Loss: £	26,256.63
NB: Only losses attributable to fraud and/or where the loss is the result of suspect fraudulent activity, should be recorded. For example if the case is an audit shortage of £50k, but £10k is known to be outstanding/other TCs, then the Identified 'Criminal' Loss is £40k.	
Potential Recovery: (method & dates) £	
NB: Potential recoveries include known TCs to be issued, arrangements being made for instalments, ongoing sale of property, etc - ie any known / instigated activity undertaken to pursue recovery, which is in the pipeline.	
Actual Recovery: (method & dates) £	26,256.63 - Cheque received by Ian Pocknell (CLT) - confirmed by me on 20/09/10
NB: Actual recoveries include known cash repaid, known cheques repaid, either via funding notification, direct to Late Account, etc - ie any known recovery that has been physically received, as opposed to being in the pipeline.	
Confiscation case:	No
SPSO cases: has SPMR been made aware of loss?:	Yes
Is there a Financial Investigation still ongoing?: (if yes, this form must be emailed to relevant Financial Investigator as case will remain open within their remit)	No
Final outcome: (if prosecution include further details below)	Prosecuted. Charged with 2 separate counts of fraud.
Prosecution Outcome: (Include court, date & sentence)	Pleaded guilty to fraud at Gloucester Crown Court (sitting at Cirencester Magistrates Court) on 20/09/10. Duly sentenced on 18/10/10 at said court to a Community Order of 12 months and a requirement to undertake 150 hours of unpaid work.
Costs / Compensation: (Compensation awarded in multiple partner cases / SPSO assistant cases must be repaid to loser - contact PBA Banking Duty 5309 2381 / 01246 542 381 to ensure compensation cheques dealt with correctly).	Cost awarded to Post Office of £1,500. Compensation of £26,000 awarded as a formality due to the full amount having previously been repaid to the Post Office.

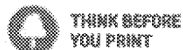
59

Debarment: (Confirm completed and date forwarded to Intelligence Transaction Manager)	Submitted on 03/11/10
Procedural and organizational failings identified - (ensure PROCEDURAL FAILINGS form is also updated & emailed to Stakeholders)	No
Procedural and organizational failings discussion held with Stakeholder(s): (discussion must occur prior to closure - outline any solutions, agreed actions, refer to next level if issues remain e.g Crown Office failings via BM/Operations Manager).	No
Are there outstanding issues of a significant nature: (e.g impact, reluctance, refusal to implement solutions, business critical, etc - if yes, the matter should be reported in more detail to Team Leader)	No
Any other comments: (NB: If DWP case then additional closure form is required to be completed)	
Fraud Advisor in case:	Graham Brander
Fraud Operational Team Leader:	Jason Collins

Regards

Graham Brander

Security Advisor
Post Office Ltd, National Security Team



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