

From: Rogers Ashley (Communications)[/O=BIS PRODUCTION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=007E1C8FF97648EF89F5F1F8FE523197-ROGERSA]
Sent: Mon 20/04/2015 8:01:58 AM (UTC)
To: Callard Richard (ShEx)[GRO] Cable MPST[GRO]; French Claire (Communications)[GRO] Thompson Laura (Shareholder Executive)[GRO]; Franklin-Wallis Hannah (Communications)[GRO]
Cc: Swinson MPST[GRO] Perm Sec (BIS)[GRO]; SPAD Cable MPST[GRO]; Hancock MPST[GRO] Boughen Aileen (Communications)[GRO]; Hamilton Alexander (Communications)[GRO]
Subject: RE: Update on Post Office Horizon issue
Attachment: Post Office statement mediation scheme 20 April 2015.doc

Copying to Hancock's office who have asked to be kept in the loop.

From: Callard Richard (ShEx)
Sent: 20 April 2015 08:30
To: Cable MPST; French Claire (Communications); Thompson Laura (Shareholder Executive); Franklin-Wallis Hannah (Communications); Rogers Ashley (Communications)
Cc: Swinson MPST; Perm Sec (BIS); SPAD Cable MPST
Subject: RE: Update on Post Office Horizon issue

Post Office response (including fuller statement in the attached):

A Post Office spokesman said: "Over the past three years there have been exhaustive investigations which have not found any evidence of systemic problems with the Horizon system. The mediation scheme was set up to address individual complaints and that is what we have gone to great lengths to do – a number are now resolved. The complaints are considered on their facts and substance."

This is a matter for Post Office and the applicants, not Govt, so grateful for any enquiries to continue to be sent POL's way.

R

From: Cable MPST
Sent: 20 April 2015 08:19
To: Callard Richard (ShEx); French Claire (Communications); Thompson Laura (Shareholder Executive); Franklin-Wallis Hannah (Communications); Rogers Ashley (Communications)
Cc: Swinson MPST; Perm Sec (BIS); SPAD Cable MPST
Subject: RE: Update on Post Office Horizon issue

Thanks - I appreciate we are directing calls to POL but it would be useful to know how they are pitching their response - and sos may ask.

Emily Shirtcliff
SPS to Secretary of State, BIS

GRO

From: [Callard Richard \(ShEx\)](#)
Sent: 20/04/2015 08:14
To: [French Claire \(Communications\)](#); [Cable MPST](#); [Thompson Laura \(Shareholder Executive\)](#); [Franklin-Wallis Hannah \(Communications\)](#); [Rogers Ashley \(Communications\)](#)
Cc: [Swinson MPST](#); [Perm Sec \(BIS\)](#); [SPAD Cable MPST](#)
Subject: RE: Update on Post Office Horizon issue

I have requested from Mark @ POL.
R

From: French Claire (Communications)
Sent: 20 April 2015 08:14
To: [Cable MPST](#); [Callard Richard \(ShEx\)](#); [Thompson Laura \(Shareholder Executive\)](#); [Franklin-Wallis Hannah \(Communications\)](#); [Rogers Ashley \(Communications\)](#)
Cc: [Swinson MPST](#); [Perm Sec \(BIS\)](#); [SPAD Cable MPST](#)
Subject: RE: Update on Post Office Horizon issue

Hi Emily, we are directing all calls to PO but I can get their lines if it is of use to you

Sent from my Windows Phone

From: [Cable MPST](#)
Sent: 20/04/2015 08:07
To: [Cable MPST](#); [Callard Richard \(ShEx\)](#); [Thompson Laura \(Shareholder Executive\)](#); [Franklin-Wallis Hannah \(Communications\)](#); [Rogers Ashley \(Communications\)](#); [French Claire \(Communications\)](#)
Cc: [Swinson MPST](#); [Perm Sec \(BIS\)](#); [SPAD Cable MPST](#)
Subject: RE: Update on Post Office Horizon issue

R4 seem to be focusing on the impact on individual sub postmasters who have been accused of wrongdoing when theres cash missing in the post office - and have gone to prison (apparently one has committed suicide). I know you sent up the full POL response last week, do you have the top press lines that POL are using in response?

Emily Shirtcliff
SPS to Secretary of State, BIS

GRO

From: [Cable MPST](#)
Sent: 20/04/2015 07:58
To: [Callard Richard \(ShEx\)](#); [Thompson Laura \(Shareholder Executive\)](#); [Franklin-Wallis Hannah \(Communications\)](#); [Rogers Ashley \(Communications\)](#); [French Claire \(Communications\)](#)
Cc: [Swinson MPST](#); [Perm Sec \(BIS\)](#); [SPAD Cable MPST](#)
Subject: RE: Update on Post Office Horizon issue

This has just been on the today programme, although with no response from POL quoted (unless I missed it!).

Emily Shirtcliff
SPS to Secretary of State, BIS

GRO

From: [Callard Richard \(ShEx\)](#)
Sent: 19/04/2015 21:01
To: [Thompson Laura \(Shareholder Executive\)](#); [Cable MPST](#); [Franklin-Wallis Hannah \(Communications\)](#); [Rogers Ashley \(Communications\)](#); [French Claire \(Communications\)](#)

Cc: Swinson MPST; Perm Sec (BIS); SPAD Cable MPST

Subject: RE: Update on Post Office Horizon issue

Hannah / Ashley

Post Office has just informed me that they have been receiving enquiries from the BBC about Horizon this evening and they now expect it to feature tomorrow, possibly on the Today programme.

Post Office plan to put in a formal complaint (don't know the details) but as Laura's email below proposes, any queries to BIS should be directed to POL in the first instance.

Kind regards

Richard

Sent from my Windows Phone

From: Thompson Laura (Shareholder Executive)

Sent: 17/04/2015 16:09

To: Cable MPST; Franklin-Wallis Hannah (Communications); Rogers Ashley (Communications); French Claire (Communications)

Cc: Swinson MPST; Perm Sec (BIS); SPAD Cable MPST; Callard Richard (ShEx)

Subject: RE: Update on Post Office Horizon issue

Hannah, Ashley

Just to let you know that so far there doesn't seem to be too much going on here. It may come out over the weekend, or next week – it's hard to tell.

If there are any press enquiries, we should maintain the line that this is not a matter for Government and direct any enquiries to Post Office.

I'm out from this afternoon, back in the office on 5 May. If there are any developments or questions over that time, please speak to Richard, copied. Richard is happy for his contact details to be provided to the duty officer: mobile number GRO

Thanks

Laura

Laura Thompson | Assistant Director | Shareholder Executive

GRO

From: Cable MPST

Sent: 17 April 2015 10:14

To: Thompson Laura (Shareholder Executive); Franklin-Wallis Hannah (Communications); Rogers Ashley (Communications); French Claire (Communications)

Cc: Swinson MPST; Perm Sec (BIS); SPAD Cable MPST; Callard Richard (ShEx)

Subject: RE: Update on Post Office Horizon issue

Laura,

The SofS has noted this and is grateful for the update.

Regards,

George

From: Thompson Laura (Shareholder Executive)
Sent: 15 April 2015 11:46
To: Franklin-Wallis Hannah (Communications); Rogers Ashley (Communications); French Claire (Communications)
Cc: Swinson MPST; Cable MPST; Perm Sec (BIS); SPAD Cable MPST; Callard Richard (ShEx)
Subject: Update on Post Office Horizon issue
Importance: High

Hannah, Ashley

As I mentioned yesterday (and my email last week refers) – we expect the next development in the Post Office Horizon issue to happen tomorrow (Thursday) or possibly Friday.

Second Sight, the independent investigators looking into the Horizon IT system, have completed their final report into the matter. This report will be issued to all remaining applicants in the Mediation Scheme later today, and as such is likely to arrive tomorrow or Friday (it is being delivered in hard copy).

Post Office advise that the report is poor, containing unsubstantiated allegations and misrepresentations. As such, they are issuing their own response to the report alongside it. This will also be sent to applicants at the same time.

The report is designed to inform those applicants in the scheme awaiting mediation. It is not designed to be published; however, we expect that once it is received by applicants (which include JFSA members) it will be leaked. Post Office anticipate this will happen and are prepared to release the report in full, alongside POL's response, to journalists on request, on the understanding that they should a) respect its confidentiality and not publish it and b) ensure any reports are balanced and cover both the SS report and POL's response.

POL will send a copy of the report and their response to BIS later today (it will go to Richard Callard, head of the Shareholder team here). This is in line with the commitment that Vince Cable made in his letter to the BIS Select Committee last month.

I understand from POL that, while the report does not make any particularly new accusations, it still contains criticism of POL and these could be picked up by interested parties (probably Nick Wallis from the One Show). However, it is important to note that the report maintains the conclusion that there are no systemic flaws in Horizon capable of causing the issues that have been claimed.

As before, if we receive any press enquiries we should direct these to Post Office. The mediation scheme is independent of Government and details of cases are confidential. If you come under pressure for a line, please let me or Richard know. Happy for my contact details to be provided to the Duty Officer.

Claire – it would be worth making sure Jo is aware.

George – I am happy to explain a bit more background on this if helpful. It may be worth notifying Vince that this is coming out but we do not expect it to make a large splash media-wise.

Thanks
Laura

Laura Thompson | Assistant Director, Post Office Network Team | Shareholder Executive

BIS, 1 Victoria Street, London SW1H 0ET

GRO

laura.thompson

GRO

www.gov.uk/government/organisations/the-shareholder-executive

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