

From: Brooks-White Jobshare [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=A5A68B98B3924F93A3F36EC331920526-DIT_BROOKS-]
Sent: Tue 23/07/2024 11:11:59 AM (UTC)
To: James LOVESEY (DBT) [GRO]; Elena MICHAEL (DBT) [GRO]; Joshua SCOTT [GRO]; Carl CRESWELL (DBT) [GRO]; Charlotte HEYES (DBT) [GRO]; Amanda MCMENAMIN (DBT) [GRO]
Subject: RE: Horizon Claims - personnel issues

Carl just to check (based on recent experience) what would we point to as evidence re where we have made this position clear? I assume it came up in monthly discussions between NR and Hollinrake? Is that right? Where else?
Eleanor

From: James LOVESEY (DBT) [GRO]
Sent: Tuesday, July 23, 2024 12:09 PM
To: Elena MICHAEL (DBT) [GRO]; Joshua SCOTT [DBT] [GRO]; Carl CRESWELL (DBT) [GRO]; Charlotte HEYES (DBT) [GRO]; Brooks-White Jobshare [GRO]; Amanda MCMENAMIN (DBT) [GRO]
Subject: RE: Horizon Claims - personnel issues

Thanks all,

I've added amended line from Josh in the UQ repeat pack.

James

From: Elena MICHAEL (DBT) [GRO]
Sent: Tuesday, July 23, 2024 11:26 AM
To: Joshua SCOTT [DBT] [GRO]; Carl CRESWELL (DBT) [GRO]; Charlotte HEYES (DBT) [GRO]; Brooks-White Jobshare [GRO]
Cc: James LOVESEY (DBT) [GRO]
Subject: RE: Horizon Claims - personnel issues

Nothing more to add from me, thanks. We haven't had any public lines on this previously, apart from to note the AB's concerns in their meeting minutes.

Elena



Department for
Business & Trade

Elena Michael | Post Office Team
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Tel: [GRO] | E-mail: [GRO]
gov.uk/dbt | [Twitter](#) | [LinkedIn](#) | [Instagram](#) | [YouTube](#) | great.gov.uk

From: Joshua SCOTT [DBT] [GRO]
Sent: Tuesday, July 23, 2024 8:53 AM

To: Carl CRESWELL (DBT) [GRO] Charlotte HEYES (DBT)
[GRO] Brooks-White Jobshare [GRO]
Cc: James LOVESEY (DBT) [GRO] Elena MICHAEL (DBT)
[GRO]
Subject: RE: Horizon Claims - personnel issues

Hi Carl,

I can't recall us using any particular line.

Some suggested tweaks – this is a live issue under consideration so “in the past” I don't think would look too favourably, and I think Chris' point is that it doesn't matter if they are in a material role or not.

I wonder whether we also reference the fact that this is a HR-type process and hence it would not be appropriate for Government to comment until PO itself has done the work?

Cheers,

Joshed

Joshua Scott | Head of Post Office GLO Compensation | Business Group

Department for Business and Trade | Tel: [GRO] E-mail: [GRO]

From: Carl CRESWELL (DBT) [GRO]
Sent: Tuesday, July 23, 2024 7:55 AM
To: Charlotte HEYES (DBT) [GRO] Brooks-White Jobshare [GRO]
[GRO]
Cc: Joshua SCOTT (DBT) [GRO] [GRO] James LOVESEY (DBT)
[GRO] Elena MICHAEL (DBT) [GRO]
Subject: Re: Horizon Claims - personnel issues

Hi Charlotte,

Not that I can remember!

Josh, Elena - do you have access to any line that Rob might have produced previously on this, please?

Off the top of my head, I would suggest something like this, but there might be a better line:

“The Department has made it clear to the Post Office in the past that it needs to take steps to remove those with involvement in the scandal in any work dealing with redress or appeals. It would be wrong to pre-judge any individuals before the Inquiry has completed its work, but we would expect the Post Office to take action against anyone found to have played any significant role in the scandal.”

Thanks,
Carl

Sent from [Outlook for iOS](#)

From: Charlotte HEYES (DBT) [GRO]
Sent: Tuesday, July 23, 2024 7:13:22 AM
To: Carl CRESWELL (DBT) [GRO]; Brooks-White Jobshare [GRO]
[GRO]
Subject: RE: Horizon Claims - personnel issues

Carl

Thanks for sharing. Do we have an agreed external line to take on this? Conscious of the UQ repeat in the Lords this week

Best
Charlotte

From: Carl CRESWELL (DBT) [GRO]
Sent: Monday, July 22, 2024 3:19 PM
To: Brooks-White Jobshare [GRO] Charlotte HEYES (DBT)
[GRO]
Subject: FW: Horizon Claims - personnel issues



Department for
Business & Trade

Carl Creswell | Director, Post Office and Business Engagement
Department for Business and Trade | Old Admiralty Building, Westminster,
London SW1A 2AY
Tel: [GRO] E-mail: [GRO]

From: Christopher Hodges [GRO]
Sent: Monday, July 22, 2024 8:54 AM
To: Simon Recaldin [GRO]
Cc: Carl CRESWELL (DBT) [GRO] Elena MICHAEL (DBT)
[GRO]; Rob BRIGHTWELL (DBT) [GRO]
James Arbuthnot [GRO] Moorhead, Richard
[GRO]
Subject: RE: Horizon Claims - personnel issues

Simon

Thank you for this update. Hope you are well.

We are not happy with the situation. The basic point that the victims and the public would want to know is that there are no individuals who were involved in cognate roles (not just decision making) in any Horizon cases, regardless of whether any wrongdoing is alleged, who are now involved in any compensation claims.

We do not see this as an issue of 'balancing'. Individuals either were or were not involved previously, and outsiders' trust will not be supported if there is not a clear binary yes/no answer or any lack of clarity.

I hope you can rethink as necessary and confirm the position.

Regards,
Chris

Christopher Hodges OBE PhD FSALS FRSA
Emeritus Professor of Justice Systems, Centre for Socio-Legal Studies, University of Oxford
Supernumerary Fellow, Wolfson College, Oxford
Chair, Regulatory Horizons Council
Chair, Horizon Compensation Advisory Board
Chair, Housing and Property Redress Group
Co Founder, International Network for Delivery of Regulation

From: Simon Recaldin [GRO]
Sent: Friday, July 19, 2024 10:11 PM
To: Christopher Hodges [GRO]
Cc: Carl CRESWELL (DBT) [GRO]; Elena MICHAEL (DBT) [GRO]; Rob BRIGHTWELL (DBT) [GRO]
James Arbuthnot [GRO]; Moorhead, Richard [GRO]
Subject: Horizon Claims - personnel issues

Chris

Trusting you are well.

I am coming back to you as advised below, following the Post Office Board of 8th July where the matter of 'Past Roles' was discussed. My apologies about the delay in reverting with a further update.

There are currently 73 employees working within Post Office's Remediation Unit (RU) who were also employed by Post Office during the period currently being considered by the Inquiry. The majority of those employed during this period were in unrelated roles, for example they were branch counter employees. A minority were employed in related roles, such as branch auditors and trainers - Post Office required employees with these skill sets in RU because they had the skills, experience, and knowledge necessary to stand up and run the schemes. Their knowledge of legacy internal processes and systems were critical and remain important to the delivery of Redress.

Whilst these individuals were employed during the relevant period, there has been no suggestion that they have committed any wrongdoing. Critically none of these employees have ever had any role in decision making on redress outcomes. They predominantly undertake technical data gathering exercises or fulfil administrative functions. As you know, Post Office have the independent external panel review for redress in the Horizon Shortfall Scheme and disputed issues on Overturned Convictions cases, which adds further independent oversight over these processes.

Notwithstanding that position, Post Office are alive to the perception this creates externally. Post Office has undertaken a full review of this issue in consideration of reasonable steps to mitigate the impact of this, whilst balancing the need to be fair and follow due process in relation to Post Office employees and Post Office's employment obligations. Following this review, actions, agreed by Board on 8th July will be implemented. We can provide further detail after the 24th of September Board noting these actions will first need to be communicated to any potentially impacted individuals.

Separate to the exercise described above, where it is alleged that any employee was guilty of misconduct relating to the work they performed previously, Post Office will investigate those allegations. If the allegations are proven following an investigation, Post Office will take appropriate disciplinary action.

Regards

Simon

Simon Recaldin
Remediation Unit Director
Post Office Ltd | 100 Wood Street | London | EC2V 7ER

Tel: [GRO]
Email: [GRO]

The information classification of this email is confidential unless otherwise stated.

From: Christopher Hodges [GRO]
Sent: Wednesday, July 3, 2024 10:55 AM
To: Simon Recaldin [GRO]
Cc: Carl CRESWELL (DBT) [GRO]; Elena MICHAEL (DBT) [GRO]
[GRO] Rob BRIGHTWELL (DBT) [GRO]
James Arbuthnot [GRO] Moorhead, Richard [GRO]
[GRO]
Subject: RE: Horizon Claims - personnel issues

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Simon

Thanks for the update.

We have two concerns: one is about supporting trust of the victims in the compensation arrangements (and anything else relevant) but the other is about timing, given the extensive ongoing bad publicity emanating from the Inquiry at the same time as the ongoing and imminent new compensation arrangements. So anything you can deliver on the reassurance issue around the involvement of individuals, but also swiftly, would be useful.

Thanks, and best wishes,
Chris

Christopher Hodges OBE PhD FSALS FRSA
Emeritus Professor of Justice Systems, Centre for Socio-Legal Studies, University of Oxford
Supernumerary Fellow, Wolfson College, Oxford
Chair, Regulatory Horizons Council
Chair, Horizon Compensation Advisory Board
Chair, Housing and Property Redress Group
Co Founder, International Network for Delivery of Regulation

From: Simon Recaldin [GRO]
Sent: Sunday, June 30, 2024 1:54 PM
To: Christopher Hodges [GRO]
Cc: Carl CRESWELL (DBT) [GRO]; Elena MICHAEL (DBT) [GRO]
[GRO]; Rob BRIGHTWELL (DBT) [GRO]
James Arbuthnot [GRO] Moorhead, Richard [GRO]
[GRO]
Subject: RE: Horizon Claims - personnel issues

Chris

Hope I find you well.

Re the below and conscious a week has gone by since my acknowledgement of receipt.

I go to Post Office Board on related matters on the 8th July and therefore propose than rather provide you with a note now and then follow up with an update, I complete this in one action w/c 8th July.

I trust this is satisfactory.

Regards

Simon

Simon Recaldin
Remediation Unit Director
Post Office Ltd | 100 Wood Street | London | EC2V 7ER
Tel: [REDACTED] **GRO**
Email: [REDACTED] **GRO**

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From: Simon Recaldin
Sent: Sunday, June 23, 2024 3:03 PM
To: Christopher Hodges [REDACTED] **GRO**
Cc: Carl CRESWELL (DBT) [REDACTED] **GRO**; Elena MICHAEL (DBT) [REDACTED]
[REDACTED] **GRO** >; Rob BRIGHTWELL (DBT) [REDACTED] **GRO**
James Arbuthnot [REDACTED] **GRO** Moorhead, Richard
[REDACTED] **GRO**
Subject: RE: Horizon Claims - personnel issues

Chris

Many thanks for the below note.

Acknowledging receipt and confirming that I will come back to you presently.

Regards

Simon

Simon Recaldin
Remediation Unit Director
Post Office Ltd | 100 Wood Street | London | EC2V 7ER
Tel: [REDACTED] **GRO**
Email: [REDACTED] **GRO**

The information classification of this email is confidential unless otherwise stated

From: Christopher Hodges [REDACTED] **GRO**
Sent: Tuesday, June 18, 2024 9:18 AM
To: Simon Recaldin [REDACTED] **GRO**
Cc: Carl CRESWELL (DBT) [REDACTED] **GRO**; Elena MICHAEL (DBT) [REDACTED]
[REDACTED] **GRO** >; Rob BRIGHTWELL (DBT) [REDACTED] **GRO**

James Arbuthnot [REDACTED] GRO [REDACTED] Moorhead, Richard
[REDACTED] GRO

Subject: RE: Horizon Claims - personnel issues

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Morning Simon

Hope you are well.

We held an HCAB meeting yesterday, at least semi-informally, and no minutes will be published until a new Government is in place. It is interesting that there are so many issues continuing to require attention.

We noted your letter, for which we were grateful. Thank you for your kind offer to brief us further: we didn't feel it necessary yesterday, not least in the light of electoral purdah. But we would be grateful for a further update. We note your ongoing review. The view was expressed that one might expect the answer in relation to individuals (about previous involvement and hence ongoing involvement on sub-postmaster and mistress matters) to be either yes or no, so we're intrigued to know more about the substance of the review, and its timing.

Thanks and regards,
Chris

Christopher Hodges OBE PhD FSALS FRSA
Emeritus Professor of Justice Systems, Centre for Socio-Legal Studies, University of Oxford
Supernumerary Fellow, Wolfson College, Oxford
Chair, Regulatory Horizons Council
Chair, Horizon Compensation Advisory Board
Chair, Housing and Property Redress Group
Co Founder, International Network for Delivery of Regulation

From: Simon Recaldin [REDACTED] GRO
Sent: Thursday, May 30, 2024 6:24 PM
To: Christopher Hodges [REDACTED] GRO
Cc: Carl CRESWELL (DBT) [REDACTED] GRO; Elena MICHAEL (DBT) [REDACTED]
[REDACTED] GRO; Rob BRIGHTWELL (DBT) [REDACTED] GRO
Subject: RE: Horizon Claims - personnel issues

Chris

Please find attached a response to your note to Nick Read dated 15th May – also attached.

Regards

Simon

Simon Recaldin
Remediation Unit Director
Post Office Ltd | 100 Wood Street | London | EC2V 7ER
Tel: [REDACTED] GRO
Email: [REDACTED] GRO

The information classification of this email is confidential unless otherwise stated

From: Christopher Hodges; GRO
Sent: Wednesday, May 15, 2024 8:52 AM
To: Nick Read; GRO
Cc: Simon Recaldin; GRO; Carl CRESWELL (DBT);
GRO; Elena MICHAEL (DBT); GRO; Rob
BRIGHTWELL (DBT); GRO
Subject: Horizon Claims - personnel issues

Caution: This email has been sent by an external contact. Please take care when clicking links or opening attachments. When in doubt, please use the "Report Phishing" button.

Dear Mr Read,

Please see letter attached.
Many thanks

Christopher Hodges OBE PhD FSALS FRSA
Emeritus Professor of Justice Systems, Centre for Socio-Legal Studies, University of Oxford
Supernumerary Fellow, Wolfson College, Oxford
Chair, Regulatory Horizons Council
Chair, Horizon Compensation Advisory Board
Chair, Housing and Property Redress Group
Co Founder, International Network for Delivery of Regulation

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