

Michael,

I wonder if you could confirm with Ben Tidswell what stage the Post Office are in replacing Declan Salter as it has been some months since his departure?

The NFSP's understanding is that since the Historical Shortfall Scheme closed to new applicants in August last year, there are presently over 100 outstanding cases awaiting a decision to be included, with the appointment being given as the reason for the delay.

I cannot stress enough the significance of the public perception against the Post Office in relation to its actions prior to and during the GLO court cases and therefore any further delays in these matters only damages the brand further. Added to this, there is significant political interest on this subject with the recent questions submitted to BEIS by Peter Grant MP, an example of such.

Whilst the NFSP is unaware of the reasons why Declan Salter's contract was not extended, it is imperative that an appointment is made as a matter of urgency to ensure the ongoing work of redressing the Historical Shortfalls continues.

Despite all the efforts of the Post Office and the press coverage of the Horizon trials, it is clear that there are still former colleagues, whether Postmaster, assistant or employee of Post Office Ltd who are not aware of the Historical Shortfall Scheme and how to apply. Therefore, Post Office have to be open to new applicants coming forward in the future and giving these individuals the same due regard as their other colleagues currently being processed via the Historical Shortfall Scheme.

In a recent survey of Postmasters conducted by the NFSP, only 29% believe they are being listened to by Post Office today, and only 41% have confidence in Horizon. In terms of re-setting the relationship between Post Office and the network, Postmasters gave Post Office a score of 5 out of 10 for their progress so far.

The culture of the Post Office of today and tomorrow must be significantly different to that of the past. True evidence of the resetting of the relationship will not just be with the Post Office network but with the general public who are our customers, without whom, we don't have a business. It is on this basis, that the NFSP seeks to understand what stage the Post Office are in replacing Declan Salter and their strategy in relation to historical matters going forward.

Yours

Calum



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