

CIRCULATION: NATIONAL EXECUTIVE COUNCIL FOR AGENDA DISCUSSION PC NW 06 01

GT/LW PC NW 06 01

29 September 2009



NFSP

CIRCULATION: NATIONAL EXECUTIVE COUNCIL

Dear Executive Officer

RE: LEE CASTLETON - HORIZON

Please see the email below from ex Subpostmaster, Lee Castleton, which has already been forwarded to you. Both myself and my predecessor have in the past investigated the issue and corresponded with Mr Castleton regarding his belief that the system was not robust and failsafe. This issue has now been placed on the agenda for discussion at our forthcoming Executive Council meeting.

Yours sincerely

GRO

GEORGE THOMSON
General Secretary

Encl.

Dear Bhavna

I am writing to you as you are an Executive Council member of the NFSP.

My name is Lee Castleton and I live in Bridlington East Yorkshire. I used to own a Sub Post Office until I had a problem in 2004. I do not wish to burden you with my own personal story in this letter but I am more than willing, if you wish, to go into great detail at a later date. I have been asked to ask you if you feel any responsibility for the safety of your members that you were elected to represent?

I am part of a growing group of Postmasters who are both serving and ex-serving and we have all suffered problems with the Horizon system. Our goal is to publicize the belief that the Post Office Horizon accounts system is flawed, and that the way in which this problem is dealt with is systematically heavy handed and is effectively swept under the carpet, the public in our opinion should be allowed to hear all sides and decide for themselves. We have evidence of Horizon not performing properly and we have evidence from IT technical experts who support our claims.

We as a group are actively looking for opportunities to publicize the problems that we feel are not being dealt with by the Post Office and are being ignored by the NFSP. We have had numerous amounts of column inches with various magazines and of course the BBC have now shown the Taro 9 program on BBC Wales. Again as a group we are now embarking into mainstream media coverage with BBC Watchdog preparing a program along with various radio shows asking for interviews. At least one MP is to approach the Government and ask them to launch an enquiry.

This is of course very good for our group and the publicity is good for our cause. Clearly you as a senior person within the NFSP will be asked for comment on this issue.

It should be of up most concern to you as a senior official that Horizon can go wrong at the very least your Union should be holding its own enquiry to establish the facts, Postmasters are being sent to prison, being given criminal records, and are being made bankrupt.

I have been asked to write to yourself and ask you what are you doing with respect to this problem and what are you doing as a group at the NFSP to protect and educate your membership. I quote from your website.

Help in difficult times

Our Branch Secretaries provide practical advice and emotional support, and are able to represent members if they encounter contractual issues or difficulties.

Read more about how the NFSP can help in difficult times...

We hope that this is a question you wish to answer, and prove with actions that you are facing up to this problem and are doing all you can to protect your members, you do have a personal duty of care to your members. I look forward to hearing from you.

Yours Sincerely

Lee Castleton

The screenshot shows a Windows 95 desktop with a Netscape browser window open. The browser displays a web page titled "NBSR Membership System" for "Shoreham-by-Sea (ACOX)". The page shows a "Member Enquiry" for "1213337-02 Mr L Castleton Lee H CASTLETON". The page is divided into sections for "Keys", "Office-Address", "Hours", "Bank-Details", and "Mandate". The "Keys" section includes "MembType NON-MEMBER", "Dr/Regn 115/4", "Appt P0 18JUL03", "Joined", "SubStart", "Left 14JUL04 P0", "OffcType Scale Mnthly", "Status SUSPENDED", and "PersNo". The "Office-Address" section includes "Marine Drive P0", "14 South Marine Drive", "BRIDLINGTON", "East Yorkshire", and "YO15 3DB". The "Hours" section includes "M 0900-1230,1330-1730", "T 0900-1230,1330-1730", "W 0900-1230", "U 0900-1230,1330-1730", "F 0900-1230,1330-1730", and "S 0900-1200". The "Bank-Details" section includes "Sort/AccNo", "Acct Name", and "BS&DDR Refs". The "Mandate" section includes "Manual-DDR", "Date", and "Amount". The page also features a "Hit <ESC> or <F1> to Return to Current" message and a row of function keys (F1-F6) at the bottom.

fm ms 03
8/11/04
sent in £157.08
for membership
Kevin declined
it.

Mrs D Day
July Temp
04 - Apr 08

closed Apr 08

KD/mj.2004413 / FM MS 03.

8th November 2004

Mr Lee Castleton
Marine Drive Post Office
14 South Marine Drive
Bridlington
East Yorkshire YO15 3DB



(F)

NFSP

National Federation of SubPostmasters

Evelyn House,

22 Windlesham Gardens,

Shoreham-by-Sea,

West Sussex BN43 5AZ

Telephone: **GRO**

Fax: **GRO**

e-mail: nfsp@**GRO**

www.subpostmasters.org.uk

General Secretary: COLIN BAKER
Senior Assistant General Secretary
KEVIN DAVIS
Assistant General Secretary
MARILYN STODDART

Dear Mr Castleton,

APPLICATION FOR MEMBERSHIP.

I am returning your Postal Orders to the value of £157.08 because I cannot accept your application for membership.

Yours sincerely

GRO

KEVIN DAVIS
Senior Assistant General Secretary

ALAN FRANK
FATHER-IN-LAW

GRO



ANNUAL APPLICATION FORM OF MEMBERSHIP FOR

NO CHEQUE



Thank you for deci
we require you to c

- Section A
- Section E

Once you have
National Feder
West Sussex E



be processed efficiently,

AM-BY-SEA,

Subscription

- (1) £157.08 per annum or £13.09 per month for offices with a salary of £7,390.01 or above
- (2) £ 45.24 per annum or £ 3.77 per month for offices with a salary of £7,390.00 or below

(We are required to notify you in advance of any changes to these rates)

A PERSONAL DETAILS

SURNAME: CASTLETON Mr
FORENAMES: LEE
OFFICE TEL. NO.: GRO
N.I NUMBER: GRO

ADDRESS (if different to office):

B ANNUAL PAYMENT (BY CHEQUE) PLEASE ATTACH CHEQUE WITH APPLICATION

OFFICE NAME & ADDRESS:

MARINE DRIVE POST OFFICE
14 SOUTH MARINE DRIVE
BRIDWINGTON
EAST YORKSHIRE
YO15 3DB FAD CODE 233377

RATES OF SUBSCRIPTION

(PLEASE TICK ONE BOX ONLY)

1. HIGHER RATE = £157.08 PER ANNUM
(£7,390.01 PER ANNUM OR ABOVE)



2. LOWER RATE = £45.24 PER ANNUM
(£7,390.00 PER ANNUM OR BELOW)



SIGNATURE

GRO

DATE:

HQ

Br. 115

Rec'd postal orders

The National Federation of SubPostmasters

Dec '04

22 Windlesham Gardens, Shoreham-by-Sea. BN43 5AZ

Telephone **GRO**

£157.08

Please complete this form and post it back to us in the reply paid envelope provided:

Name of Subpostmaster	Mr/ XXXXXXXXXX LEE CASTLETON
Name of Sub Post Office	MARINE DRIVE POST OFFICE
FAD code	213 3377
Full Sub Post Office Address	14 SOUTH MARINE DRIVE BRIDWINGTON EAST YORKSHIRE
Sub Post Office Telephone Number	GRO
Sub Post Office Fax Number	AS ABOVE
Date Commenced Sub Post Office Appointment (Dd/Mm/Yy)	18 JULY 2004 2003

THANK YOU

Marian Jones

From: Nicola Ferris
Sent: 03 November 2004 15:08
To: 'Kevin Davis'
Cc: 'Marian Jones'
Subject: Marine Drive PO

GRO

Importance: High

Kevin

David Milner called today if we had heard from Marine Drive PO and the problems they have been having. I said I spoke to the SubPostmaster and his father in law about it and that I have passed it onto Kevin.

Could you please let David know if we intend to help Mr Castleton.

Thanks

Advised Mr Castleton cannot help because
he is not a member. He claimed
he sent his application to HRSC at
Safford.

4 Nov 04

Marian Jones

From: Nicola Ferris
Sent: 02 November 2004 09:27
To: 'Kevin Davis'
Cc: 'Marian Jones'
Subject: MARINE DRIVE PO

GRO

Importance: High

Marian

Last night around 4.50 I had a call from a gentleman asking if we could help his son in law who has been in his office since 18 July 2003. He has been suspended since March 2004 and he was terminated 14 July 2004.

His problem was that he originally had a loss of £1,100 which he put in himself. Then a few weeks later he was £2,500 down then the following week he was another £4,200 down by the end he was told that he was £27,000 down !

He would like to know if we could help him, I told him it would be very doubtful as he has never been a member.

His Father in law has stated that he would pay back a year if we could help him.

Mr Lee Castleton
Marine Drive PO (213-337)
Appointment Date 18 July 2003
Suspended 23 March 2004
Terminated 14 July 2004.

I said that I would speak to Kevin Davis on Thursday and call him back to tell him the outcome.

Thanks

GRO

Doc Type Letter PO Index POCL/BA (Horizon)	Date 19 Jul 08 Seq. 0001418
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STATUS	
From:Castleton, L	INCOMING
To:GT	NEW SUBJECT
Subject:Horizon problem	REPLY REQUIRED
Being dealt with by:GT	MEMBERSHIP
	NOT ACKNOWLEDGED
	NOT REPLIED

		Document	Summary
→	explaining his problem with Horizon		