

Message

From: Cathal Wogan [IMCEAEX-
_O=MMS_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=CATHAL+20WOGAND4!
4BC4-4D96-A89F-AD1B88BD18D4501@C72A47.ingest.local]
on Cathal Wogan <IMCEAEX-
behalf _O=MMS_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=CATHAL+20WOGAND4!
of 4BC4-4D96-A89F-AD1B88BD18D4501@C72A47.ingest.local> [IMCEAEX-
_O=MMS_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=CATHAL+20WOGAND4!
4BC4-4D96-A89F-AD1B88BD18D4501@C72A47.ingest.local]
Sent: 05/09/2014 15:36:49
To: Belinda Crowe [GRO]; Mark R Davies [GRO]
CC: Carmel McCarthy [GRO]; David Oliver [GRO]; Angela Van-Den-Bogerd [GRO]
[GRO]
Subject: RE: Request for an Interview

Hi all,

Thanks for the update Belinda.

I have provided the line below and now briefed the reporter off-record on our position.

The item is due to broadcast on Monday. Look North have my details in case anything comes up in the meantime.

Best,

Cathal

From: Belinda Crowe
Sent: 05 September 2014 16:24
To: Mark R Davies; Cathal Wogan
Cc: Carmel McCarthy; David Oliver; Angela Van-Den-Bogerd; Belinda Crowe
Subject: RE: Request for an Interview

I have spoken to Brunswick and subsequently to Mark. I have added in the word 'publicly'.
The line is:

*It is unfortunate that this Report, prepared for the mediation scheme, has been leaked when it was marked confidential.
This cannot be in the interest of those applicants who have applied to the Scheme and for that reason we will not be
commenting publicly on what is a leaked document.*

Best wishes

Belinda

Belinda Crowe

148 Old Street, LONDON, EC1V 9HQ

GRO Postline: **GRO**
GRO

From: Mark R Davies
Sent: 05 September 2014 15:55
To: Cathal Wogan
Cc: Belinda Crowe; Carmel McCarthy; David Oliver; Angela Van-Den-Bogerd
Subject: Re: Request for an Interview

Belinda will call them I think

Sent from my iPhone

On 5 Sep 2014, at 15:50, "Cathal Wogan" <[REDACTED]> wrote:

No problem Mark. Do we have a pre-existing contact with Brunswick who is familiar with this topic?

Cathal

From: Mark R Davies
Sent: Friday, September 05, 2014 03:32 PM
To: Belinda Crowe
Cc: Cathal Wogan; Carmel McCarthy; Belinda Crowe; David Oliver; Angela Van-Den-Bogerd
Subject: Re: Request for an Interview

I'm happy with the line and agree about not using the square brackets. Cathal you could however provide strictly off the record guidance that we recognise the words in the accompanying letter? Are you comfortable with that?

Yes please do run by Brunswick.

Being highly pendantic can we start it "It is" rather than "it's".

Thanks

Mark

Sent from my iPhone

On 5 Sep 2014, at 14:20, "Belinda Crowe" <[REDACTED]> wrote:

Mark

As discussed. Our lines, well rehearsed are:

It's unfortunate that this Report, prepared for the mediation scheme, has been leaked when it was marked confidential. This cannot be in the interest of those applicants who have applied to the Scheme and for that reason we will not be commenting on what is a leaked document.

[You say you have seen the Post Office document setting out our position and we can confirm that it is accurate.]

The bit is square brackets needs thought as both documents (the Report and our response) are marked confidential and if we comment on one we undermine our position in relation to commenting on the other.

Do you want to run this past Brunswick?

Best wishes

Belinda Crowe

148 Old Street, LONDON, EC1V 9HQ



From: Cathal Wogan
Sent: 05 September 2014 13:02
To: Belinda Crowe
Cc: Carmel McCarthy
Subject: FW: Request for an Interview

Hi Belinda,

We have the below pressing enquiry from BBC Look North and I was hoping you could help in Ruth, Mel and Nina's absence.

Do you have the latest external Q&As and statement on this? I have the following which could be used if appropriate but would appreciate a steer from you.

A report into the Horizon system produced in July 2013 found that there were no systemic issues with the Horizon system. However, it did find that improvements could be made in the training and support processes provided to postmasters.

We acted quickly to review how we train and support our postmasters and have already made improvements to the induction training approach and the ongoing support we offer to postmasters. We also put in place a business improvements programme to determine how we can better provide effective and efficient support to postmasters on an ongoing basis.

Thanks,

Cathal

From: Stuart Whincup [mailto:stuart.whincup@gro.co.uk]
Sent: 05 September 2014 09:13
To: Pressoffice
Cc: Stuart Whincup
Subject: Request for an Interview

Hello,

I'm a reporter from BBC Look North and I'm doing a report on the findings of the briefing report part two prepared by Second Sight.

It carried out the Independent investigation into matters raised by 150 Subpostmasters, or former Subpostmasters, with particular regard to the Horizon computer system.

It is highly critical of the Post Office and says there were faults with the Horizon computer system and highlights a number of problems..

The money from the post offices cash and lottery machines didn't match the figure on the computer system.

In some branches the system recorded the sale of a 12 month tax disc - when a 6 month one was sold.

Some sub postmasters said the training was insufficient and the helpline was unhelpful.

The report said some of the computer hardware was old.

Post Office Investigators - it said - seemed more keen on seeking a charge for false accounting rather than investigating the route course of the suspected problems.

They disregarded the possibility that the Horizon's computer system could've been at fault.

For some of the people who used it - the system was not fit for purpose.

I'm not seeking an explanation for every single point raised, just a reaction from the company to Second Sight's report.

I've also seen documentation from the Post Office which says.." the report by Second Sight is not endorsed by Post Office. The Post Office believes that the report is inaccurate in important areas and that there is no clear statement of the evidence upon which many of the opinions expressed in the report are based."

I was wanting to check if that was in fact the company's position.

The report is being put together today and will be broadcast on Monday morning.

I would need a response at the very latest by 5pm today.

An interview would be best, but I'd be happy with a statement - if that was all that was available.

Thanks very much for your time.

Please shout if you have any questions.

Stuart Whincup
Reporter, BBC Look North
North East & Cumbria

GRO

EMAIL:

GRO