
From: Jane Hill [GRO]
Sent: Tue 21/05/2019 4:00:41 PM (UTC)
To: Alisdair Cameron [GRO]
Cc: Ken Penton [GRO]; Mark R Davies [GRO]; Amanda Jones [GRO]; Julie Thomas [GRO]
Subject: FW: MP enquiry
Attachment: Shouldham Post Office Audit Suspension Breifing (002).docx

Hi Al

With thanks to Ken, please find attached a note on Shouldham Post Office in Liz Truss's constituency.

In summary:

- the closure was due to our suspending the Postmaster after an audit.
- the Postmaster reported having regular balancing shortages after new horizon kit was installed last July
- the PO was operated from the Postmasters house, so difficult to put in a temp operator
- We are looking at the cost of a Mobile PO to cover the village
- The contracts team are trying to fix a meeting with the Postmaster (who says she is now represented by the CWU)
- Ken has updated Liz Truss's office on the phone today, and is drafting a note for her.

Please do shout if you have any questions.

Best wishes

Jane

From: Alisdair Cameron
Sent: Monday, May 20, 2019 12:09:17 PM
To: Ken Penton; Mark R Davies; Amanda Jones; Julie Thomas
Subject: FW: MP enquiry

See below. Can we have chapter and verse tomorrow please. Thanks Al



Al Cameron
Interim Chief Executive

20 Finsbury Street

London
EC2Y 9AQ

GRO

From: Alisdair Cameron
Sent: 20 May 2019 12:08
To: TRUSS, Elizabeth
Cc: Ken Penton
Subject: RE: MP enquiry

GRO

GRO

Thank you very much for contacting me and we will revert to you as soon as possible. Kind regards Al



Al Cameron
Interim Chief Executive

20 Finsbury Street
London
EC2Y 9AQ

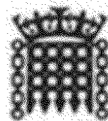
GRO

From: TRUSS, Elizabeth
Sent: 20 May 2019 10:21
To: Alisdair Cameron
Cc: Ken Penton
Subject: MP enquiry
Importance: High

GRO

GRO

GRO



Rt. Hon Elizabeth Truss MP
Member of Parliament for South West Norfolk
House of Commons
London SW1A 0AA

Westminster

GRO

Constituency

GRO

GRO

Dear Interim Chief Executive,

Further to the email from my office to Ken Penton of 26 April, I have been contacted again by my constituent Geoffrey

Hipperson and I understand from Councillor Hipperson that the Post Office is now closed. I would be most grateful if you could look into the issues outlined and provide me with an update as a matter of priority.

Best Wishes,

Elizabeth Truss MP

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From: NEIL, Yvonne

Sent: 20 May 2019 10:01

To: 'paula.vennells' [GRO]

Cc: 'Ken Penton' <[GRO]>

Subject: MP enquiry

Importance: High



Rt. Hon Elizabeth Truss MP
Member of Parliament for South West Norfolk
House of Commons
London SW1A 0AA

Westminster [GRO] / Constituency [GRO]
[GRO]

Dear Managing Director,

Further to the email from my office to Ken Penton of 26 April, I have been contacted again by my constituent Geoffrey Hipperson and I understand from Councillor Hipperson that the Post Office is now closed. I would be most grateful if you could look into the issues outlined and provide me with an update as a matter of priority.

Best Wishes,

Elizabeth Truss MP

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From: TRUSS, Elizabeth

Sent: 26 April 2019 11:39

To: Ken Penton <[GRO]>

Subject: Constituent enquiry

Dear Ken,

Elizabeth Truss MP has been contacted by her constituent Councillor Geoffrey Hipperson of 10 Norwich Road, Shouldham PE33 0DA. In order for her to provide a response, Elizabeth would be most grateful if you could look into the issues outlined below and provide her with an update.

Kind regards,

Yvonne Neil

Case Worker to the Rt Hon Elizabeth Truss MP

Member of Parliament for South West Norfolk and Chief Secretary to The Treasury

Tel: [REDACTED] **GRO**

[REDACTED] **GRO**

www.elizabethtruss.com

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From: Cllr Geoffrey Hipperson [REDACTED] **GRO**
Sent: 18 April 2019 10:56
To: TRUSS, Elizabeth <[REDACTED] **GRO**>
Subject: Post office

Good morning Elizabeth, Help! Our post office is closing.(Shouldham) .

The reason is disturbing. Apparently there are problems with the operating system of the post office computers resulting in accounting anomalies. The amounts in our case bear no relation to the amounts that the postmistress handles. I am as sure as one can be that the lady is honest and having run the post office for 29 years has not suddenly started making mistakes.

Unfortunately the situation cannot be endured so the post office is closing.

In fairness I have spoken to representatives of the post office who are trying to get an interim person to run the office.

What is concerning however, is that this may not be confined to this one office. One ex- postmaster has told me that " there are hundreds of ex post office keepers who have been under suspicion or worse because of this problem."

I have no proof of anything and was only told about this yesterday.

This subject, and the possible implications of it are too much for me to handle.

Kind regards, Geoff Hipperson.

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