

POST
OFFICE

Angela Smith
Department of Social Security
Financial Services Division
Room 502F
Norcross
BLACKPOOL
Lancs
FY5 3TA

16th January 2001

Dear Angela,

Closure of the Post Office in Runnymede Avenue, Cleveleys, Lancs

Thank you for your letter dated 10th January, plus the copy of the article you referred to and which was posted the following day.

Whilst Julie Wolstenholme (subpostmistress of Runnymede Avenue) may have voiced some personal opinions, there are wider personnel issues under consideration, which I am not at liberty to divulge.

Post Office Counters Ltd is satisfied with the performance of the Horizon platform, including the operation of OBCS within this environment. I am sure that the Department has also seen the benefits of OBCS in the fraud savings it is making and in the performance it is receiving from POCL.

There have been complimentary comments made by staff whom have embraced automation, as well as some dissension with staff who have found the transition challenging. However, we have found that once those who have had difficulties making the change have become reasonably proficient in using Horizon, views have changed. The Post Office publication *Courier* has published comments from staff, from time to time, from staff whom are now using the Horizon platform, and I do recall that one specifically mentioned how it had helped with pension and allowance work.

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Angela Smith
16th January 2001

Our business is undergoing a major transformation, and inevitably there will be some individuals who, for what ever reason, are resistant to or find it hard to cope with change.

Yours sincerely

GRO

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Client Manager

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