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Tim Bentley *R'wd 12/01*
Gavrelle House,
2 - 14, Bunhill Row,
London,
EC1Y 8HQ

Date: 10 January 2001

Dear Tim,

Closure of the Post Office in Runnymede Avenue, Cleveleys, Lancashire.

I am writing regarding a local press report on the closure of the above Post Office. It reports that the sub-postmistress claims she was suspended from her job for refusing to "use computer equipment which she believes was faulty"

According to this local press report, the sub-postmistress and her business partner had reverted to using the manual system claiming the computer system was "incapable of doing the job", and "if we were given it in writing that the computer system was 100% fully operational we would use it."

This has raised some concern for us in respect of the wider implications for the OBCS aspect of Horizon. We would be very interested to know if there have been, or are any ongoing, similar incidences elsewhere. If so, have they been fully resolved?

Could you also let us know if there are similar views amongst POCL staff which would throw doubt on the effectiveness and accuracy of the Horizon System, especially if there is any specific reference to OBCS?

We are concerned about the accuracy of the claims detailed in this local press report and would be most grateful for your assistance in this matter.

Yours sincerely

GRO

Angela Smith

Cc: Chris Walker-Buckton
Chris Wren



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