

Message

From: DEPIERO, Gloria 
Sent: 29/09/2015 08:46:30
To: Paula Vennells 
Subject: Re: Mr William Banville, Eastwood Post Office, 120 Nottingham Road, Eastwood, Nottinghamshire, NG16 3NP

Dear Paula,

I am emailing to chase up a response to the email below, could you please let me know when I can expect a reply?

Thank you and kind regards,

Gloria De Piero
MP for Ashfield

Ms Paula Vennells
Chief Executive
Post Office Ltd
148 Old Street
EC1V 9HQ

Our Ref: LA/BANV01001/01150077

28 August 2015

Dear Paula

Re: Mr William Banville, Eastwood Post Office, 120 Nottingham Road, Eastwood, Nottinghamshire, NG16 3NP

I have been contacted by the above constituent.

Please see the attached email.

I would appreciate it if you could investigate the matter and advise me accordingly.

Yours sincerely



Gloria De Piero
MP for Ashfield

Horizon losses. During mid. 2007 we incurred several small/med. losses amounting to £2500 usually Friday to Saturday or Saturday to Monday on the Horizon balance system [I assumed operator error, which normally came back from Chesterfield as an Error Notice to correct on the next account], then during Oct 2007 £1000, Nov 07 £1500 Jan 2008 £2000 and Mar. 08 £6000 [rounded figures] all of which, although thoroughly checked by ourselves remain unexplained. These losses were reported to Horizon and thankfully correctly accounted for, they were also discussed at great length at several meetings 2007 till Jan 2012 with our Area Sales Manager Tony Sanghera who from the outset was insistent that, 1. "We were the only office in the country experiencing such problems." He never changed his stance. [Since Jan 2012 our new ASM has no information on the subject.] 2. He also reported that "Horizon and the Post Office had carried out a deep forensic accounting investigation [the results of which they never disclose] and that senior management had concluded that the losses were due to an inhouse conspiracy, [as several different staff were on duty on the loss days] and caused solely by my poor management technique". The entire losses had to be made good, which they were. My initial questions are 1. 2007 to 2012 The Post Office management knew of many offices in a similar position so was this a prearranged standard riposte from the ASM. [As most postmasters were told this] was this to isolate us? 2. I now do not believe that the Post Office carried out such a deep forensic accounting exercise, if so, they would not have lost/mislaidd/misfiled the results [we don't work like that] is this a standard prearranged reply? We thought we were on our own, until an article appeared in Counters News BF115/03 Feb 2013. [The elephant was in the room, Sorry.] For your information I retire on the 5th Nov. as the office will convert to a Mains, I've been on the counter at Eastwood since 1979 my business partner Ian Wood now retiring has over 40 years service and our staff [GRO] and [GRO] have 70 plus years of counters working.

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