

Message

From: Paul Liddiard [GRO]
on behalf of Paul Liddiard
Sent: 02/04/2024 11:26:39
To: Tracy Marshall [GRO]; Lesley Macneil [GRO]; Mick Graham [GRO]; Debbie Morgan [GRO]
CC: Martin Edwards [GRO]
Subject: RE: Yateley (091900) Update

Hi Tracy,

Just checking that is 6 months extension from the original proposal which was due to end in December rather than 6 months from today?

Thanks

Paul

From: Tracy Marshall [GRO]
Sent: Tuesday, April 2, 2024 12:23 PM
To: Lesley Macneil [GRO]; Paul Liddiard [GRO]; Mick Graham [GRO]; Debbie Morgan [GRO]
Cc: Martin Edwards [GRO]
Subject: RE: Yateley (091900) Update

Hi Lesley,

Hope you had a good Easter weekend.

I sent a message to Leena this morning advising that we have agreed to extend her exceptional payment for a further 6 months, at which point we will review again. I think that seems reasonable.

Leena hasn't responded to my message yet but I don't see any reason why you can't visit, as long as we are all aligned on the proposed way forward.

Many thanks,

Tracy

Tracy Marshall (She/Her)
Retail Engagement Director
Retail Team

[GRO]

100 Wood Street, London, EC2V 7ER.

[GRO]



From: Lesley Macneil [GRO]
Sent: Tuesday, April 2, 2024 10:57 AM
To: Tracy Marshall [GRO]; Paul Liddiard [GRO]; Mick Graham [GRO]; Debbie Morgan [GRO]
Cc: Martin Edwards [GRO]
Subject: RE: Yateley (091900) Update

Hi there,

Do we have the green light to visit Leena, please?

Lesley

From: Tracy Marshall [GRO]
Sent: Wednesday, March 27, 2024 3:01 PM
To: Paul Liddiard [GRO]; Lesley Macneil [GRO]; Mick Graham [GRO]; Jason G Collins [GRO]; Graham D Brander [GRO]; Sarah Rimmer [GRO]; Debbie Morgan [GRO]
Cc: Martin Edwards [GRO]
Subject: RE: Yateley (091900) Update
Importance: High

Hi all,

Please can you hold off contacting Leena please as she reached out to me last week about this and some changes in her circumstances.

I want to pick up with Martin E first of that's ok.

Thanks

Tracy

Tracy Marshall (She/Her)
Retail Engagement Director
Retail Team

[GRO]

100 Wood Street, London, EC2V 7ER.

[GRO]



From: Paul Liddiard <[redacted] GRO [redacted]>
Sent: Wednesday, March 27, 2024 2:58 PM
To: Lesley Macneil <[redacted] GRO [redacted]>; Mick Graham <[redacted] GRO [redacted]>; Jason G Collins <[redacted] GRO [redacted]>; Graham D Brander <[redacted] GRO [redacted]>; Sarah Rimmer <[redacted] GRO [redacted]>; Debbie Morgan <[redacted] GRO [redacted]>
Cc: Tracy Marshall <[redacted] GRO [redacted]>; Martin Edwards <[redacted] GRO [redacted]>
Subject: RE: Yateley (091900) Update

Hi Lesley,

To confirm our discussion earlier today that we will continue payment up to and including the end of June and cease it thereafter. Either you or Debbie will communicate that to Leena and also raise the subject of the opening hours discrepancy.

Thanks

Paul

From: Lesley Macneil <[redacted] GRO [redacted]>
Sent: Wednesday, March 27, 2024 11:40 AM
To: Paul Liddiard <[redacted] GRO [redacted]>; Mick Graham <[redacted] GRO [redacted]>; Jason G Collins <[redacted] GRO [redacted]>; Graham D Brander <[redacted] GRO [redacted]>; Sarah Rimmer <[redacted] GRO [redacted]>; Debbie Morgan <[redacted] GRO [redacted]>
Subject: RE: Yateley (091900) Update

Hi Paul,

I support your view that the payment should be stopped. Giving fair notice of two months would be wise and I agree that we need to get the communications right.

I shall make sure that Lee Taylor and Pete Marsh are aware of the upcoming change and potential for a complaint.

Hopefully, Jayne (?) will be able to provide the written evidence of the original agreement. That was before my time, so I don't have anything, I'm afraid.

Kind regards,

Lesley

From: Paul Liddiard <[redacted] GRO [redacted]>
Sent: Monday, March 25, 2024 5:56 PM
To: Mick Graham <[redacted] GRO [redacted]>; Jason G Collins <[redacted] GRO [redacted]>; Graham D

Brander [GRO]; Sarah Rimmer [GRO]; Debbie Morgan
[GRO]; Lesley Macneil [GRO]
Subject: RE: Yateley (091900) Update

Hi All,

See below, the exceptional payment at Yateley is up for review. It is currently at £[GRO] per month and was only ever promised for 6 months on the condition that the branch extended its opening hours from 3pm up to 5.30pm each weekday and from 9-12 on Saturdays.

The data on iMaps suggests that they are open to 5pm now on weekdays (better than they were but not what was asked) and still not open on Saturdays.

I am therefore minded to withdraw the payment (happy to go for another 2 months to give them fair notice), but wanted a view from those on the ground first please.

Thanks

Paul

From: Mick Graham [GRO]
Sent: Monday, March 25, 2024 1:53 PM
To: Paul Liddiard [GRO]
Cc: Jason G Collins [GRO]; Graham D Brander [GRO]
Subject: FW: Yateley (091900) Update

All,
Yateley are currently receiving a monthly Exceptional Payment of £[GRO]

The email trail below gives details as to why – opening hours etc.

They are due a review.

Is this to be reviewed or are we looking to cease

Would appreciate your views here

Thanks
Mick

From: Sarah Rimmer [GRO]
Sent: Wednesday, June 28, 2023 2:56 PM
To: Mick Graham [GRO]
Subject: FW: Yateley (091900) Update

Hi,

Please see emails below.

Paul has authorised this but just in case you weren't aware of it.

Thanks

Sarah

From: Lisa Kelly [GRO]


Sent: 28 June 2023 14:43

To: Sarah Rimmer [GRO], Chanda Buhoree [GRO], Ronny F Denise [GRO]

Subject: RE: Yateley (091900) Update

Hi Sarah,

The exception payment has been processed as requested please see snip below

Details	
Group description	Cell Content
Record ID	4950920033
Contract No.	2850
FAD Code No.	091900
Sales Reference No.	1001720
Condition Start Date	01.07.2023
Condition End Date	31.12.2023
VAT Sales Reference	1009048
Sales Reference Name	Exceptional Premium Pymt
FAD Code Name	Yateley
No. of Months Between Payments	1
Condition Value	GRO
Comments	
Created By	KELLYL04
Created On	28.06.2023
Created At	14:42:10

Kind regards

Lisa Kelly

Postmaster Remuneration & Expenses Team

Central Finance

[GRO]

Atria, Spa Road,
Bolton, BL1 4AG

postoffice.co.uk



From: Sarah Rimmer [GRO]
Sent: 28 June 2023 14:41
To: Lisa Kelly [GRO]; Chanda Buhoree [GRO]; Ronny F Denise [GRO]
Subject: FW: Yateley (091900) Update

Hi all,

As discussed.

Thanks

Sarah

From: Sarah Rimmer
Sent: 28 June 2023 13:09
To: Paul Liddiard [GRO]
Cc: Sheinaze Aboobakar [GRO]
Subject: FW: Yateley (091900) Update

Hi Paul,

Further to our conversation this is what I think the current situation is:-

Processed for June (8 days) - £ [GRO]

Amount due for full period of June is £ [GRO]

Balance due £ [GRO] (Bacs ready for this amount)

In addition: -

3 months notice for the outreaches currently 3 visits /12 hours

[GRO] a month x 3 = £ [GRO]

NPP 3 X [GRO] = £ [GRO] =

[GRO] (Bacs payment to be adjusted)

Goodwill payment for inconvenience - £ [GRO]

(Bacs to be drawn up)

Ongoing Exceptional Premium payment - £ [GRO] 1st July – 31st Dec to support staff costs for branch to remain open.
(Set up in CFS)

I think we are going to open her record and remove Ramesh's name so that the history of this case is capture within the record.

Speak to you at 2pm

Sarah

From: Paul Liddiard [GRO]
Sent: 28 June 2023 11:46
To: Tracy Marshall [GRO]
Cc: Sarah Rimmer [GRO]; Sheinaze Aboobakar [GRO]; Jayne Pardoe [GRO]
Subject: RE: Yateley (091900) Update

Hi Sarah,

Please see below from Tracy if you haven't seen it already.

Paul

From: Tracy Marshall [GRO]
Sent: 28 June 2023 11:43
To: Paul Liddiard [GRO]
Cc: Sheinaze Aboobakar [GRO]; Jayne Pardoe [GRO]
Subject: RE: Yateley (091900) Update

Hi Paul,

These were the issues that Leena mentioned to Sheinaze yesterday when she spoke to Leena. Assume these will all be covered by the additional payments you've detailed below but worth checking.

Pay issues raised with Sheinaze today.

- Leena claims she is missing [GRO] of her remuneration for June, due to the cut off dates for the transactions.
- The outreach amount is incorrect, the total amount should be [GRO] but Leena is receiving [GRO] Leena believes the missing amount is the NT premium payment which hasn't been paid as part of the notice.
- Leena also stated she's missing 2-day sessions for the outreaches; the amount was not clarified.

Thanks,

Tracy

Tracy Marshall (She/Her)
Retail Engagement Director
Retail Team

[GRO]

100 Wood Street, London, EC2V 7ER.

[GRO]



From: Paul Liddiard [GRO]
Sent: 28 June 2023 10:45
To: Martin Edwards [GRO]; Tracy Marshall [GRO]; Saf ismail [GRO]
Cc: Jayne Pardoe [GRO]; Sheinaze Aboobakar [GRO]; Sarah Rimmer [GRO]; Mitchell Taylor [GRO]; Steve Leddy [GRO]
Subject: Yateley (091900) Update

Hi All,

Just wanted to give an update on discussions this morning around the postmaster bereavement situation at Yateley.

The plan is that Sheinaze will be calling Leena (the postmistress) at 4.30 this afternoon at which point we should have a complete package put together to walk her through. As it stands I expect this to be made up of the following components:

1. A one-off payment to cover any missing payments that resulted from the contract being terminated early
2. A one-off payment to cover the three month notice period that has now been served on the 3 outreaches that the branch had previously been serving
3. A one-off goodwill payment of £[GRO]
4. An exceptional payment for the next 6 months of £[GRO] per month to cover the cost of a part-time member of staff for 3pm-5.30pm each weekday afternoon and 9am-midday on Saturdays. This will be conditional on the branch re-opening for those hours (it's currently closed during those hours).

Sarah is currently working on the breakdown of the payments for 1 and 2 above. Sarah, Sheinaze and I will then get together this afternoon to ensure that Sheinaze has everything she needs for the conversation at 4.30

If anyone has any further suggestions or questions on this then please feed them through this group in good time

Kind Regards

Paul

Paul Liddiard
Head of Postmaster Remuneration Development

Network Strategy & Delivery

[GRO]

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