

Message

From: Mike Granville [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MIKE.GRANVILLEF9CC547D-14F1-4BFB-AE89-5C28E92235C3]
Sent: 24/11/2011 07:52:27
To: Paula Vennells [GRO]; Mike Young [GRO] Kevin Gilliland [GRO]; Susan Crichton [GRO] Chris M Day [GRO]
CC: Rod Ismay [GRO]; Alana Renner [GRO] Stuart Taylor [GRO]
Subject: Inside Out Programme on BBC East on Horizon
Attachments: Horizon BBC Insight Out final Nov 23 2011.doc

Paula, Mike, Kevin, Susan

We believe that BBC East will be running a segment about the Horizon system in their regional programme that we think will be running on 28 November. We think that it may be a similar approach to that taken in other regional variants of the programme earlier in the year (e.g. in the South East).

The journalist involved has asked a series of questions about the system against a deadline of last night – and an overview response to these with a statement has been put together – the e-mail below and attachment refers. This has been done in conjunction with colleagues in POL, with David Simpson (who has discussed the response approach through with Shane) and the material has been run across Legal (particularly given the parallel small number of 'Shoosmiths' 'letters before claim' that are currently in play).

The purpose of this e-mail is to keep you informed. If we hear of any further developments we'll let you know.

Thanks

Mike

Mike Granville

Head of Stakeholder Relations

Post Office Ltd

1st Floor, 148 Old Street, London, EC1V 9HQ



GRO

From: David Simpson
Sent: 23 November 2011 20:15
To: Maggie Dolan
Subject: Post Office response

Dear Maggie, please find attached a Post Office statement and a detailed response to all the points you have raised with us in recent weeks in regard to the Horizon computer system. We hope you will fully reflect the Post Office's view in the programme you are planning.

Regards,
David

David Simpson
Director of News
Royal Mail Group

GRO
M: GRO

From: Maggie Dolan [mailto:GRO]
Sent: 22 November 2011 17:38
To: David Simpson
Subject: Hi from Maggie Dolan

Dear David

RE: Horizon

As discussed we are producing a report for BBC *Inside Out* on the Post Office's Horizon computer system to be broadcast on the 28st November 2011.

As discussed already the case studies we have interviewed believe they were treated unfairly. Graham Ward the postmaster at Rivenhall village in Essex had run a village stores for years. Mr Ward believes he fell victim to an accounting error which occurred he believes at the point of processing cheques. There was a discrepancy and he says he was told he was not competent to run his post office.

He says there is no evidence to show where the money has gone. He blames the Horizon computer system for the loss.

Jenny O'Dell has also lost her post office. She lives at GRO In June 2009 she says she found a discrepancy of £1000 which continued over a period of months until a loss of £9000 was detected by the auditors who arrived on the 6th January 2010. She blames the Horizon computer system for the loss.

Both case studies have taken their cases to Shoosmiths Solicitors who have told BBC Inside Out that they have 86 sub-postmasters wanting to pursue a legal course of action. We have also interviewed Dr Steven Murdoch a computer expert from Cambridge University who says that it is not possible to rule out the possibility that what may appear to be fraud could indeed be an accountancy flaw in the computer system. He says the more challenging types of 'bugs' to find are ones that happen at unpredictable times and have unpredictable results.

Since speaking to you last week we have included an additional case study. Ian Warren ran the Post Office at Castle Hedingham in Essex. He has already been convicted of theft but believes the computer system malfunctioned. He states in the film that it is impossible to fraudulently make a entry on the Horizon system.

If you would like to put up a spokesperson from the Post Office regarding the ongoing dispute with the Horizon computer system please let me know otherwise could you please answer the following questions.

Could you answer the following question:

1. One of the case studies says that the Post Office does not allow independent scrutiny of the Horizon system. Is this the case?
2. Have you identified any operational faults with Horizon or other systems and processes that interface with it which could be behind some of the shortfall problems sub-postmasters have had?
3. Could you give me a timescale as to when you are likely to answer the questions put to your Managing Director Paula Vennells by the Government about complaints made about the Horizon system.
4. As the operational responsibility for the Horizon system rests with the Post Office is there anything wrong with it.

Could you please supply a statement by the end of the day tomorrow 23rd November.

If you have any questions please do not hesitate to contact me on the number below.

Kind regards
Maggie Dolan

Maggie Dolan
Producer, *Inside Out*

GRO

Maggie Dolan
Producer, *Inside Out*

GRO

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