

32



Case Closure Reporting

Case Closure report must be emailed to Primary Stakeholder and copied to all Secondary Stakeholders & Jacqueline Whitham, on final completion/submission of case.

Case reference:	POLTD/1011/0160
Date case set up:	22/12/2010
Branch Name: (or other Location)	Barkham RG41 4SY
Branch Code:	212 939
Main Enquiry Category:	Disputed Transactions
Enquiry Type:	Cash Loss
Name of Person(s) Interviewed: (if applicable)	Pamela Stubbs (not under caution interview)
Subject type / Grade: (Delete as applicable):	Postmistress (EX)
Case File associated:	Not with this email
Primary Stakeholder:	As above
Secondary Stakeholder(s):	As above
Identified 'Criminal' Loss: £	0
NB: Only losses attributable to fraud and/or where the loss is the result of suspect fraudulent activity, should be recorded. For example if the case is an audit shortage of £50k, but £10k is known to be outstanding/other TCs, then the Identified 'Criminal Loss' is £40k.	
Potential Recovery: (method & dates) £	
NB: Potential recoveries include known TCs to be issued, arrangements being made for instalments, ongoing sale of property, etc - ie any known / instigated activity undertaken to pursue recovery, which is in the pipeline.	
Actual Recovery: (method & dates) £	
NB: Actual recoveries include known cash repaid, known cheques repaid, either via funding notification, direct to Late Account, etc - ie any known recovery that has been physically received, as opposed to being in the pipeline.	
Confiscation case:	No
SPSO cases: has SPMR been made aware of loss?:	Yes
Is there a Financial Investigation still ongoing?: (if yes, this form must be emailed to relevant Financial Investigator as case will remain open within their remit)	N/A
Final outcome: (if prosecution include further details below)	No criminal activity identified
Prosecution Outcome: (Include court, date & sentence)	N/A
Costs / Compensation: (Compensation awarded in multiple partner cases / SPSO assistant cases must be repaid to loser - contact PBA Banking Duty 5309 2381 / 01246 542 381 to ensure	

33

compensation cheques dealt with correctly).	
Debarment: (Confirm completed and date forwarded to Intelligence Transaction Manager)	To be decided on by retail line
Procedural and organizational failings identified - (ensure PROCEDURAL FAILINGS form is also updated & emailed to Stakeholders)	
Procedural and organizational failings discussion held with Stakeholder(s): (discussion must occur prior to closure - outline any solutions, agreed actions, refer to next level if issues remain e.g Crown Office failings via BM/Operations Manager).	
Are there outstanding issues of a significant nature: (e.g impact, reluctance, refusal to implement solutions, business critical, etc - If yes, the matter should be reported in more detail to Team Leader)	This case was raised following an ongoing dispute between Mrs Stubbs and Post Office Ltd regarding an outstanding debt of £28829.05. Mrs Stubbs is suggesting that HORIZON is at fault when it was moved into a Portakabin during renovations. Along with Graham Brander I met with Mrs Stubbs on 17th January and she was convinced that HORIZON was at fault. She has retained daily transaction logs for December - January in which time she lost £9000 and is not prepared to release this until she can compare it to Fujitsu data. I have examined the Fujitsu data and cannot see any indications of fraud. She has declared all the losses and has been asking for assistance for some time. There is a possibility (although she will not accept it) that an assistant has been taking the money but that puts the onus back on her to report it to the police. I have sent her the Fujitsu data to reconcile with her daily transaction logs but from a criminal / fraud point of view there is no scope for further investigation into any criminal activity.
Any other comments: (NB: If DWP case then additional closure form is required to be completed)	
Security Advisor in case:	Mike Wilcox
Security Programme Manager (Team Leader):	Jason G Collins

Regards

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Fraud Strand
Post Office Ltd, National Security Team



: Security Suite, Plymouth Mail Centre, Breakwater Road PLYMOUTH PL9 7XX

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