

Witness Name: Kimberley Wildsmith

Statement No. WITN05750100

Exhibits: None

Dated: 3 March 2023

Post Office Horizon IT Inquiry

FIRST WITNESS STATEMENT OF KIMBERLEY WILDSMITH

I, Kimberley Wildsmith, will say as follows:

1. I began working for the Post Office on a Youth Training Scheme (YTS) circa 1990, after approximately a year I started working in the Regional Head Office in Sheffield, which later closed and the work moved to Leeds, as did I. I do not recall what year this was. After leaving the Post Office I took a short break but went back to work at the Post Office in Rotherham before moving to the Network Business Support Centre (NBSC), firstly on Tier 1 then on Tier 2. I am not sure when this was. I moved to another section within the NBSC but I do not recall what this was called, before I became a Problem Manager. I think I left Post Office Ltd in 2006.
2. I did not have any qualifications.

3. When I started on the YTS I received on the job training on the post office counter and later when I worked at Rotherham Post Office. Prior to starting at the NBSC on Tier 1 I had classroom based training for 2 or 3 weeks I think. I don't recall going on any training courses when I moved to Tier 2 or when I started as a Problem Manager.

4. My time with the Post Office is explained in paragraph 1 above.

Advice and assistance

5. I had direct contact with Subpostmasters and Post Office branches whilst working at the NBSC. The NBSC was a helpline for Post Offices. Post Offices would contact the NBSC and I was one of many people available to answer their queries.

6. Whilst working at the NBSC, I provided assistance to Subpostmasters and Post Office branches. They would call the NBSC if they had a query about counter services or procedures.

7. A system called the 'knowledge base' was available to all staff at the NBSC to answer queries. A separate team was responsible for keeping the information on the Knowledge base up to date. As far as I recall you could search for information on the knowledge base using keywords or by using drop down menus.

8. I do not know if there were specific issues or difficulties with the Horizon system as I cannot remember.

9. I do not recall raising any specific concerns or issues with the Horizon system and I cannot recollect my colleagues raising any concerns or issues.

10. I do not know if there was anyone that could have assisted or made things better for Post Offices.

Training

11. I was not responsible for managing the contracts of Subpostmasters.

12. I was not responsible for training Subpostmasters.

13. I was not involved in any training for Subpostmasters.

Errors or issues with Horizon System

14. As I left the Post Office over 15 years ago I am unable to specify the types of problems I dealt with when working as a Problem Manager as I cannot remember.

15. I cannot recall how issues or problems were raised generally with the Problem Management Team.

16. When I worked on the NBSC I used the Knowledge Base to answer queries.

Resolution of disputes

17. I was not involved in or party to any disputes regarding any alleged shortfalls of money between the Post Office and Subpostmasters.

18. I do not know how disputes were raised or resolved.

19. I did not have any contact or input from Fujitsu in the resolution of any disputes.

20. As I was not involved in the resolution of disputes, I cannot say how this process could have been improved.

21. As I left the Post Office over 15 years ago, I am unable to recall if there were specific issues or problems relating to the Horizon system.

Statement of Truth

I believe the content of this statement to be true.

Signed: **GRO**

Dated: 3 MAR 2023