

Witness Name: Helen Rose

Statement No: WITN00790100

Dated: 10th May 2023

POST OFFICE HORIZON IT INQUIRY

FIRST WITNESS STATEMENT OF HELEN ROSE

I, Helen Rose, will say as follows:-

INTRODUCTION

1. I am a former employee of Post Office Limited.
2. This witness statement is made to assist the Post Office Horizon IT Inquiry (the “**Inquiry**”) with the matters set out in the Rule 9 Request dated 6th April 2023 (the “**Request**”).

BACKGROUND

3. I started work with Post Office in 1997. I spent approximately 2 years (until 1999) on the counters in the head office branches. For the following approximately 5yrs (from 1999 until 2004) I worked as an Auditor, completing audits at branches from Lincoln up to the Scottish borders. For the following 2yrs (from approx. 2004 until 2006) I worked in the Security Team as an Investigator. My remaining time at the Post Office was in various analytical roles. I do not remember exact roles which often changed with internal

reorganisation. I left the Post Office in 2016 and have had nothing further to do with the Post Office or systems since.

4. I have been asked to set out my understanding of the Security Team and the Fraud & Conformance Team, my role within those teams and their structures. I have been referred to documents to assist my recollection (POL00104906) and (POL00105025). I have no clear recollection on specific roles within the Security Team. As I worked in Security, I would have had day to day dealings with some of the people in the team but have no recollection of anything specific.
5. As an auditor I visited numerous offices each week, sometimes alone sometimes with others. My line manager was John Jenkinson for the latter part of my time as an auditor but I don't remember dates and think I had on the job training but can't remember anyone or specifics in training. I cannot recall having specific Horizon training but may have had.
6. I have been asked what I remember about 'Grapevine'. The name rings a bell but I have no recollection of who worked there or what they did.
7. I have been asked about my relationship with those who worked in Fujitsu in matters relating to Horizon and given names (Gareth Jenkins and Anne Chambers) to see if I recall having worked with them, and if I have any recollection of their knowledge of defects, bugs and errors in the Horizon system. The various emails between myself and Gareth Jenkins indicate I knew of him all those years ago, but I do not remember having had any specific working relationship with Gareth Jenkins or anyone else in Fujitsu. I do not

recall Anne Chambers. I do not believe I would have had any reason to know their knowledge or roles.

8. I don't recall raising any concerns regarding PO systems.
9. I have been asked to recall matters relating to Lee Castleton. I have been referred to documents (POL00069514), (POL00069536), (POL00069562), (POL00069623), (POL00069772), (POL00070736), (POL00070763), (POL00071047) and (POL00071744).
10. I have no recollection of Lee Castleton or any issues or details regarding his case. From the documents provided I can see I was the auditor at his office but have no recollection of the audit or details.
11. I have been referred to (POL00069527). I have no recollection of any email or anything that was said to a Stephen Dilley
12. I have been referred to the 2 statements I made in relation to Lee Castleton's case, (POL00082945) and (POL00082946), and (POL00071196) and (POL00071197). From the documents supplied I can see I was an auditor at the time and clearly made a statement about the audit I did on his post office branch. I am unable to make any further comment: it was an event almost 19 years ago.
13. I have been referred to (POL00070183), transcript of evidence I gave at a hearing in Lee Castleton's case. I have no recollection of the Lee Castleton case and court proceedings.

14. I have been asked if I have any recollection of civil actions in relation to the following individuals:

- a) Aslam Ramtoola
- b) GRO
- c) Kevin Palmer
- d) Rachel Williams
- e) Frank Holt
- f) Susan McKnight
- g) Tracey Etheridge
- h) Katherine McAlerney
- i) Keith Macaldowie
- j) Julie Wolstenholme

15. I do not recognise any of the names in the list and do not know of any matters relating to their cases. I do not recall if I had any role in any cases involving these individuals.

16. I have been asked if I had a role – as investigator or witness – in any case that I might consider relevant to the matters being investigated by the public inquiry, in particular bugs, errors and defects in the Horizon system. I have no recollection.

17. I have been asked if I have any recollection of criminal cases, and any involvement I had, in relation to the following individuals:

- a) Nichola Arch

- b) Susan Hazzleton
- c) Lisa Brennan
- d) David Yates
- e) Carl Page
- f) David Blakey
- g) Tahir Mahmood
- h) Oyeteju Adedayo
- i) Hughie Thomas
- j) Suzanne Palmer
- k) Janet Skinner
- l) Jo Hamilton
- m) Pauline Stonehouse
- n) Susan Rudkin
- o) Julian Wilson
- p) Peter Holmes
- q) Seema Misra
- r) Allison Henderson
- s) Alison Hall
- t) Joan Bailey
- u) Lynette Hutchings
- v) Grant Allen
- w) Khayyam Ishaq
- x) Angela Sefton and Ann Neild

I have no recollection of any of the above, or of any prosecutions I may have been involved in or may have been relevant to the Horizon system and matters being investigated by the public inquiry.

18. I have been referred to documents: (FUJ00123913) and its attachments (FUJ00123914), (FUJ00123915), (FUJ00123916), (FUJ00123917), (FUJ00123918), (FUJ00123919), and (FUJ00083737). I note that I am described as “disclosure officer dealing with Horizon challenges”. I do not recall ever having had a job role called ‘Disclosure Officer dealing with Horizon challenges’. I am unable to make any comments what this role was about, or who might have appointed me to it or any instructions I was given as to its aims and objectives.

19. I have been asked about matters relating to the Lepton SubPostoffice (“SPO”). I have been referred to documents (POL00097437), (POL00097441), (POL00097442), (POL00097447), (POL00097450), (POL00097453) and (POL00097481).

20. I cannot recall any details or dates relating to this matter 10 years ago. I do not recall having had any concerns regarding Horizon transaction data. In (POL00097481) there is a reference to “deeper issues”. I have no recollection of this. I have been asked about Angela Van-Den-Bogerd, Gareth Jenkins, Andrew Winn, Elaine Spencer specifically, I cannot recall any details from the emails to and from Gareth Jenkins. Elaine Spencer was my line manager for a short time during my latter years with PO but I don’t remember dates or

anything specific or relevant issues. I don't believe Elaine Spencer had any Horizon knowledge.

21. Referring to documents (FUJ00086811) and (FUJ00030214) I can see that I drafted and authored a report in June 2013.

22. I have been asked if I can recall any details around the report – who asked me to produce it, why it was produced, its intended audience and what steps I took to produce it. I have no recollection who asked me to produce the report.

23. I do not recall any details of the emails or having any discussions with Gareth Jenkins regarding the matters addressed in the report and documents referenced.

24. I have been asked if I can explain ARQ logs and what was done with them; I have no clear recollection of ARQ logs.

25. I cannot assist with any explanation as to what the reference to “horizon integrity issues” means. I have no recollection.

26. In relation to the Horizon system, I can see that I stated, “I do believe the system behaved as it should and do not see this scenario occurring regularly and creating large losses”. These were clearly my thoughts then; I cannot add anything else now.

27. Although I have read the report and recommendations made in report, I can provide no further comments to the reference in the report that the data might be “misinterpreted when giving evidence and using the same data for prosecutions”.

28. I am unable to explain what actions may have been taken upon the comments on the report. I do not know whether the recommendation in the report had been adopted or not.

29. I am unable to make any presumptions on who would have seen the report. I do not recall or have any knowledge as to who it was sent to, whether it went to anyone at management or executive level, or what they did with it.

30. I do not have any recollection of any discussions with Angela Van-Den-Bogerd regarding the matters addressed in the report.

31. I have been asked to recall any knowledge I have of the complaint regarding Michael Mann. I have been referred to document (POL00086843). I have no recollection of this matter or the underlying fraud investigation, and/or the conduct of the Post Office fraud investigators.

32. I was never aware of complaints being made regarding my conduct during an audit or investigation.

33. I do not recall ever having concerns regarding the conduct of Post Office auditors and investigator colleagues.

34. I do not recall any involvement with investigations, advice or reports into Horizon IT system or the prosecutions that were carried out by the following groups/individuals:

- a) Second Sight
- b) Cartwright King

- c) Simon Clark (of Cartright King)
- d) Brian Altman KC
- e) Jonathan Swift KC
- f) The Bates & Others Group Litigation

35. I did not follow the events of trials or take any notice of reporting in the media.

I left the PO in 2016 and have had no connections with anything PO related since.

Statement of Truth

I believe the content of this statement to be true.

Signed: **GRO**
Helen Rose

Dated: _____ 10/05/2023 _____

Index to First Witness Statement of Helen Rose

No.	URN	Document Description	Control Number
1	POL00104906	Fraud & Conformance Team: Team Leader Handover document by Cathy Macdonald (3 March 2012)	POL-0080538
2	POL00105025	Security Team Objectives April 2013 – March 2014 (01 April 2014)	POL-0080657
3	POL00069514	Telephone attendance note, meeting with Helen Rose re Lee Castleton case (3 October 2006)	POL-0066077
4	POL00069536	Email from Stephen Diley to Jacqueline Whitham re old audit required PO v Castleton (28 September 2006)	POL-0066099
5	POL00069562	Email from Stephen Dilley to Helen Rose re second witness statement of Helen Rose: PO v Castleton (26 September 2006)	POL-0066125
6	POL00069623	Bond Pearce Rolling Task List Version 1: POL v Castleton (18 August 2006)	POL-0066186
7	POL00069772	Email from Stephen Dilley to Richard Morgan re Marine Drive on 23 March 2004 PO v Castleton (10 November 2006)	POL-0066335
8	POL00070736	Email from Stephen Dilley to Vicky Harrison and Cath Oglesby re: The Post Office -v- Lee Castleton (Marine Drive Post Office, Birdlington) (7 December 2005)	POL-0067299
9	POL00070763	Telephone attendance- Helen Rose (6 December 2005)	POL-0067326
10	POL00071047	Telephone attendance- Helen Rose (23 August 2006)	POL-0067610
11	POL00071744	Telephone Attendance of Stephen Dilley on 29/11/2006 with 1. Richard Morgan 2. Mrs Castleton	POL-0068307

		3. Helen Rose 4. Mr Castleton 5. Further call with R.Morgan in matter of Castleton (29 November 2006)	
12	POL00069527	Email from Carol King to Stephen Diley re PO v Castleton (29 September 2006)	POL-0066090
13	POL00082945	Witness statement of Helen Rose in HQ05X02706 dated 11.01.06 in support of POL application to extend time and set aside default judgment (11 January 2006)	POL-0079508
14	POL00082946	Exhibit HR/1- Helen Rose's Witness Statement POL v Castleton (11 January 2006)	POL-0079509
15	POL00071196	Helen Rose Second Witness Statement in POL v Castleton (4 October 2006)	POL-0067759
16	POL00071197	Exhibit HR2 referred to in Helen Rose's second witness statement in POL v Castleton (9 October 2006)	POL-0067760
17	POL00070183	Official Transcript of Evidence of Helen Rose and others in The Post Office v Lee Castleton (11 December 2006)	POL-0066746
18	FUJ00123913	Email from Gareth Jenkins to James Davidson and Edward Phillips; re: Horizon Fujitsu Report Very Important (2 October 2012)	POINQ0130127F
19	FUJ00123914	Fujitsu/Post Office Horizon Integrity report about investigations into the integrity of the Horizon system; V0.1a (2 October 2012)	POINQ0130128F
20	FUJ00123915	Audit flowchart (2 October 2012)	POINQ0130129F
21	FUJ00123916	Audit flowchart 2 (2 October 2012)	POINQ0130130F
22	FUJ00123917	Fujitsu/Post Office Horizon Data Integrity report describing measures that are built into	POINQ0130131F

		Horizon to ensure data integrity; V1.0 (2 October 2012)	
23	FUJ00123918	Draft (v 0.1b) Report by Gareth Jenkins, "describing the measures that are built into Horizon Online to ensure data integrity" (2 April 2012)	POINQ0130132F
24	FUJ00123919	Audit flowchart 3 (2 October 2012)	POINQ0130133F
25	FUJ00083737	Witness Statement of Gareth Idris Jenkins V 5.0 (8 October 2010)	POINQ0089908F
26	POL00097437	Email from Helen Rose to Angela Van-Den-Bogerd re: AP recoveries (30 January 2013)	POL-0097020
27	POL00097441	Email from Helen Rose to Gareth Jenkins re: AP recoveries (30 January 2013)	POL-0097024
28	POL00097442	Email from Helen Rose to Gareth Jenkins re: transaction log (30 January 2013)	POL-0097025
29	POL00097447	Email from Elaine Spencer to Dave Pardoe re: transaction log (30 January 2013)	POL-0097030
30	POL00097450	Email chain from Angela Van-Den-Bogerd to Gareth Jenkins, Thomas Penny and others RE: transaction log (31 January 2013)	POL-0097033
31	POL00097453	Email from Helen Rose to Angela Van-Den-Bogerd and Elaine Spencer re: transaction log (31 January 2013)	POL-0097036
32	POL00097481	Email from Helen Rose to Dave Posnett, RE: FW: Lepton logs (13 February 2013)	POL-0097064
33	FUJ00086811	Horizon data, Lepton SPSO 191320, Draft Report by Helen Rose (12 June 2013)	POINQ0092982F
34	FUJ00030214	PinICL Expor PCOO30764 re Customer Mr Steve Renod/017135 (7 October 1999)	POINQ0036385F

35	POL00086843	Report into the behaviour of the security investigation regarding the alleged fraud committed by Michael Mann, Post Office Manager, Turnstone Road Post Office (9 December 2013)	POL-0083901
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