
From: Patricia Hull[CN=Patricia Hull/OU=e/O=POSTOFFICE]
Sent: Mon 10/07/2006 7:55:55 AM (UTC)
To: Mark Partington; [GRO]
Cc: Sharon Callaghan; [GRO] Mark Wardle; [GRO] Kevin Parkin; [GRO]
Subject: Fw: 42 day process - escalations

Mark

To get a FAD code provided you need to contact Mark Wardle (copied into this mail).

With my previous requests to Lucy who used to provide FADs, I have usually had to also provide the following information:

- address
- subpostmaster name
- office type i.e SPSO
- if the fad is to replace an existing office, the existing office fad will be required
- specify that a cash account FAD code is required

Hope this helps.

Trish

Central Admin Team Manager
Post Office Ltd
Sales and Service

Security, Equipment & Projects Team, Middle Annexe, 1 Future Walk, West Bars, CHESTERFIELD, S49 1PF

[GRO]

----- Forwarded by Patricia Hull/e/POSTOFFICE on 10/07/2006 08:45 -----

Kevin Parkin
09/07/2006 17:46

To: Patricia Hull/e/POSTOFFICE@PO
Callaghan/e/POSTOFFICE@POSTOFFICE
cc: Mark Partington/e/POSTOFFICE@
Subject: Re: 42 day process - esca

Trish, Sharon,

Can you provide a new FAD please.

Keve

Kevin Parkin
Area Change Manager
Post Office Ltd
Sales and Service

Upper Floors, Markets BO, 6-16 New York St, LEEDS, LS2 7DZ

[GRO]

----- Forwarded by Kevin Parkin/e/POSTOFFICE on 09/07/2006 17:44 -----

Mark Partington
07/07/2006 19:10

To: Kevin Parkin/e/POSTOFFICE@PC
cc:
Subject: Re: 42 day process - esca

Kevin

It looks like we will have to replace the kit, so how do we get a FAD and start the ball rolling, and do you have someone with experience of this type of rush job, as we need to move quick and Andy Mills is off.

Mark

Mark Partington
Area Development Manager
Post Office Ltd
Sales and Service

Upper Floors, The Markets DMB, 6/16 New York Street, LEEDS, LS2 7DZ

GRO

----- Forwarded by Mark Partington/e/POSTOFFICE on 07/07/2006 18:08 -----

Emlyn Hughes
07/07/2006 15:23

To: Kevin Parkin/e/POSTOFFICE@PC
Partington/e/POSTOFFICE@POSTOFFICE, Steve Bradshaw/e/POSTOFFICE@
cc: Area Intervention Office 10@POST
Hodgkinson/e/POSTOFFICE@POSTOFFICE, Karen Arnold/e/POSTOFFICE@
Wright/e/POSTOFFICE@POSTOFFICE, PM3@POSTOFFICE, Sue Hodgkin
Subject: Re: 42 day process - esca

Just to advise you I have been made aware that Allan Leighton has been asked to be kept informed on progress on the reopening.

Regards
Emlyn Hughes

Contract & Services Manager -Central England & Wales
Area Intervention Office
Post Office Limited
Sales and Service

60 Deiniol Rd, BANGOR, GWYNEDD, LL57 1AA

GRO

External Email: emlyn.hughes **GRO**

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----- Forwarded by Emlyn Hughes/e/POSTOFFICE on 07/07/2006 16:19 -----

John Breeden
06/07/2006 17:44

To: Emlyn Hughes/e/POSTOFFICE@
cc: Area Intervention Office 10@PO
Hodgkinson/e/POSTOFFICE@POSTOFFICE, Karen Arnold/e/POSTOFFICE@
Parkin/e/POSTOFFICE@POSTOFFICE, Mark Partington/e/POSTOFFICE@
Wright/e/POSTOFFICE@POSTOFFICE, PM3@POSTOFFICE, Steve Brad
Hodgins/e/POSTOFFICE@POSTOFFICE
Subject: Re: 42 day process - esc

Emlyn,

It appears we are making progress here.

As mentioned on the phone today the Chief Executive of the local council has written again seeking assurances this branch will be opened by the start of the Open Golf later this month. I am pleased to see progress is being made with the recruitment of an interim.

Mark/Kevin - can this case be progressed using new kit and a new branch code. The existing kit will have to be quarantined somewhere as despite the current SPMR resigning to avoid termination of contract and this being accepted without prejudice he will not withdraw his allegations re the accuracy of the Horizon kit - therefore I believe it would be inappropriate to use existing kit until it has been fully checked out and verified as accurate - we need this evidence in case the ex SPMR decides to take a legal case against POL.

Steve - what will happen in respect of interrogating the existing kit to demonstrate its accuracy.

If there are any issues with the above approach can you let me know - we need to get this branch reopened asap due to current bad PR in the local press and we need to have a service in place for the influx of people to the Golf tournament.

Regards

John

John Breeden

Area Service Manager - Central England & Wales
Post Office Limited
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2nd Floor, The Markets DMB, 6/16 New York Street, LEEDS, LS2 7DZ

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External Email: john.breeden@postoffice.co.uk **GRO**

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Emlyn Hughes
06/07/2006 17:15

To: Mark Partington/e/POSTOFFICE@
cc: PM3@POSTOFFICE, Area Interve
Breeden/e/POSTOFFICE@POSTOFFICE, Karen Arnold/e/POSTOFFICE@
Parkin/e/POSTOFFICE@POSTOFFICE, Steve Bradshaw/e/POSTOFFICE@
Hodgins/e/POSTOFFICE@POSTOFFICE, Julian Hodgkinson/e/POSTOFFICE@
Wright/e/POSTOFFICE@POSTOFFICE
Subject: Re: 42 day process - esca

Mark ,Sue has now successfully rolled over the system.

Can we progress all that is needed to set up the office for reopening even if we have to replace the kit .etc

Sue has spoken to our potential interim and has explained she will need to find staff. Sue however will discuss with Julian the possibility of the 4 former OIC assisting as he is presently not working.

Thanks
Emlyn Hughes

Contract & Services Manager -Central England & Wales
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----- Forwarded by Emlyn Hughes/e/POSTOFFICE on 06/07/2006 17:12 -----

Emlyn Hughes
05/07/2006 17:02

To: Mark Partington/e/POSTOFFICE@
cc: APM3@POSTOFFICE, Area Inte
Breedon/e/POSTOFFICE@POSTOFFICE, Karen Arnold/e/POSTOFFICE@
Parkin/e/POSTOFFICE@POSTOFFICE, Steve Bradshaw/e/POSTOFFICE@
Subject: Re: 42 day process - esc

Mark .

Spmr has resigned since the audit. He was under suspension because of the inflation of cash and shortfall at audit of £9k. He mentioned at audit the horizon concerns and stated them again in the letter I circulated recently.

Rolling over will hopefully take place tomorrow as advised in my earlier e mail .Sue Hodgins is to visit pm,around 1430-1500 hrs.

Sue Hodgins has spoken to a Tracy Williams and she can be our interim in about a week's time if required. Obviously cash and stock etc needs to be ordered/delivered/transferred . Clearly an interim would have to accept responsibility for losses and Tracy is experienced enough to understand this. The issue here is if losses occurred against a suggested link to horizon, is it fair on the interim? .As I have explained before Gaerwen was blocked albeit I had interims ready until the system was taken out .

Mr Patel has, as mentioned already confirmed the premises are available and simply need a quick dust up and Hoover to make them ok. Shop is empty of stock and he said whoever takes it on can bring their own stock for the retail !!.

Regards

Emlyn Hughes

Contract & Services Manager -Central England & Wales
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60 Deiniol Rd, BANGOR ,GWYNEDD,LL57 1AA

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Mark Partington

05/07/2006 17:19

To: Kevin Parkin/e/POSTOFFICE@P
Hughes/e/POSTOFFICE@POSTOFFICE, John Breedon/e/POSTOFFICE@
Arnold/e/POSTOFFICE@POSTOFFICE, Steve Bradshaw/e/POSTOFFICE@
cc: APM3@POSTOFFICE, Area Inte
Subject: Re: 42 day process - esc

Emlyn / Steve and all

Firstly I hope we can get the kit rolled over today or tomorrow 6th July.

Secondly : we need a consensus on whether the rolled over kit can be used, and allow us to install an interim.

We need to weigh up the cost to the business of the installation at short notice of a new kit and the configuration of this by Fujitsu. Against this we have a closed branch, and the loss to the business this is resulting in, and the exceedingly bad PR we will receive if we cannot open this branch in the next week or so.

Has anybody formally interviewed Mr Patel re the loss, and determined whether he is still claiming that the cause of the loss was the Horizon system.

My understanding from brief conversations is that he instructed the OIC to inflate the cash to cover the loss, which in itself would result in disciplinary action.

I would like to move quickly and allow an interim to be in situ asap, but need to know the following

Kevin : -- What would be the cost of replacing the current kit, and do we have facility to remove and store the current kit. If we can remove and store who then would be responsible for arranging storage and check on the kit. Can we not test the kit on site via Fujitsu send test signals etc.

Steve:- Do you have any plans to interview Mr Patel, and has he made any allegations about the kit to you yet ?

Emlyn : - Do we have an interim lined up and are they aware of the situation and prepared to take full responsibility for any losses etc .

Look forward to the replies

Mark

Mark Partington
Area Development Manager
Post Office Ltd
Sales and Service

Upper Floors, The Markets DMB, 6/16 New York Street, LEEDS, LS2 7DZ

GRO

Kevin Parkin

05/07/2006 14:40

To: Emlyn Hughes/e/POSTOFFICE@P
cc: APM3@POSTOFFICE, Area Inte
Breedon/e/POSTOFFICE@POSTOFFICE, Karen Arnold/e/POSTOFFICE@
Partington/e/POSTOFFICE@POSTOFFICE, Steve Bradshaw/e/POSTOFFICE@
Subject: Re: 42 day process - esc

Our team can do this if it is the route required

Key

Kevin Parkin
Area Change Manager
Post Office Ltd
Sales and Service

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GRO

External e-mail: kevin.parkin@ **GRO**

Emlyn Hughes

05/07/2006 13:07

To: Kevin Parkin/e/POSTOFFICE@P
cc: APM3@POSTOFFICE, John Bre
Arnold/e/POSTOFFICE@POSTOFFICE, Mark Partington/e/POSTOFFICE@
Bradshaw/e/POSTOFFICE@POSTOFFICE, Area Intervention Office 10
Subject: Re: 42 day process - esc

Do we know who arranges a new FAD code please and if so can we do so ASAP.

Thanks
Emlyn Hughes

Contract & Services Manager -Central England & Wales
Area Intervention Office
Post Office Limited
Sales and Service

60 Deiniol Rd, BANGOR ,GWYNEDD,LL57 1AA

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Kevin Parkin

05/07/2006 12:04

To: Emlyn Hughes/e/POSTOFFICE@
cc: Karen Arnold/e/POSTOFFICE@F
Partington/e/POSTOFFICE@POSTOFFICE, Steve Bradshaw/e/POSTOFFICE@
Breedon/e/POSTOFFICE@POSTOFFICE, APM3@POSTOFFICE
Subject: Re: 42 day process - esc

On the stand by kit situation.

Fujitsu Services have all the equipment available etc but cannot progress on any one branch until we provide an FAD. Their systems quite rightly cannot build an additional set of Horizon equipment on the same FAD as a branch that already exists (system throw us an error as FAD already live) and therefore cannot provide support equipment to that level of readiness.

Best way around this, as previously advised, is probably to obtain a new FAD and start a new build. This will then separate the current Hoylake (and the problems the pmr claims to be having) from the new one

Kev

Kevin Parkin
Area Change Manager
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Upper Floors, Markets BO, 6-16 New York St, LEEDS, LS2 7DZ

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External e-mail: kevin.parkin@

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Emlyn Hughes

05/07/2006 10:09

To: APM3@POSTOFFICE
cc: Karen Arnold/e/POSTOFFICE@F
Partington/e/POSTOFFICE@POSTOFFICE, Steve Bradshaw/e/POSTOFFICE@
Parkin/e/POSTOFFICE@POSTOFFICE, John Breedon/e/POSTOFFICE@P
Subject: Re: 42 day process - esc

Karen, ex Spmr still raises issues around horizon hence our inability to reopen. When I reopened Gaerwen late last year within a couple hours of audit, I had to close almost immediately because of a similar scenario. I then had to wait for the kit to be removed and replaced before an interim could take over. This took weeks.

Given the lack of progress re any decision on the present kit can we arrange for someone at least to rollover asap, so we can try to avoid any further difficulties.

I think we really should have a definitive protocol whereby if the integrity of the system is in question we have stand by kit to avoid this type of delay. At the end of the day it's our customers who suffer etc.

Regards
Emlyn Hughes

Contract & Services Manager - Central England & Wales
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APM3
Sent by: Karen Arnold
02/07/2006 16:36

To: Emlyn Hughes/e/POSTOFFICE@F
cc:
Subject: 42 day process - escalatic

Emlyn

Please can you let me have any update about Hoylake, is the spmr still maintaining his allegations about the Horizon system, I guess if this is still the case then we won;t be able to get it rolled over, if you can let me know then I can up date Kim.

Thanks

Regards
Karen

----- Forwarded by Karen Arnold/e/POSTOFFICE on 02/07/2006 16:34:19 -----

**Area Intervention
Office 10**
Sent by: Ellen Williams
26/06/2006 14:58

To: APM3@POSTOFFICE
cc:
Subject: 42 day process - escalatic

----- Forwarded by Ellen Williams/e/POSTOFFICE on 26/06/2006 14:58:27 -----

Kimberley Yip
26/06/2006 14:09

To: Area Intervention Office 1@POSTO
10@POSTOFFICE, Area Intervention Office 11@POSTOFFICE, Area Inten
Office 15@POSTOFFICE, Area Intervention Office 2@POSTOFFICE, Area
Intervention Office 5@POSTOFFICE, Area Intervention Office 6@POSTOF
Area Intervention Office NI@POSTOFFICE
cc:
Subject: 42 day process - escalatic

All

Apologies for the number of escalations this week; unfortunately I have not been in the office very much over the last few weeks so some of the branches are nearing day 42.

Regards

Kimberley Yip
Service Analyst (Branch Systems)

1st Floor, South Wing, Post Office Ltd, Cortonwood Business Park, Cortonwood Drive, BARNSELY, S73 0TB

GRO

External Email: kimberley.yip@

GRO

>>>> Escalations 260606.xls attachment was removed from this email <<<<