

## Message

**From:** Belinda Crowe [IMCEAEX-  
\_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=BELINDA+20CROV  
569F-4526-A078-F5B4958A8917220] [GRO]  
on behalf of Belinda Crowe <IMCEAEX-  
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569F-4526-A078-F5B4958A8917220] [GRO] [IMCEAEX-  
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569F-4526-A078-F5B4958A8917220] [GRO]  
**Sent:** 01/04/2014 11:18:36  
**To:** Sarah Paddison [GRO]  
**CC:** Theresa Iles [GRO]  
**Subject:** Re: URGENT: Sparrow update  
**Attachments:** image001.png; image002.png

Thanks Sarah. Could we please do this monday rather than tomorrow.

Thanks

Belinda

Belinda Crowe  
148 Old Street, LONDON, EC1V 9HQ

GRO

Postline: GRO

belinda.crowe [GRO]

On 1 Apr 2014, at 10:56, "Sarah Paddison" [GRO] wrote:

Hi Belinda

Following your conversation last night, Paula wanted me to check whether you have decided if you **would** like to move the Sparrow meeting that is scheduled in tomorrow? If you would, she has asked if you could let everyone know that the meeting tomorrow is cancelled and that Paula can free up time in her diary on Monday at 12:30 for 1 hour. Paula said the core people that need to be in attendance are her, Chris Aujard and Mark Davies, yourself and David Oliver (and any other attendees Chris Aujard would like to attend).

Many Thanks

Sarah

Sarah Paddison I Assistant to the Office of the Chief Executive

<image001.png>

1st Floor, Bunhill Row Wing, 148 Old Street, London, EC1V 9HQ

GRO

Postline: GRO

sarah.paddison [GRO]

<image002.png>

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**From:** Belinda Crowe  
**Sent:** 31 March 2014 17:18  
**To:** Sarah Paddison  
**Subject:** Fw: URGENT: Sparrow update  
**Importance:** High

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**From:** Theresa Iles  
**Sent:** Monday, March 31, 2014 01:58 PM  
**To:** Chris Aujard; Mark R Davies; Belinda Crowe; David Oliver [GRO]  
**Cc:** Amanda A Brown; Louise Chatfield  
**Subject:** URGENT: Sparrow update

Hi all

Please note that Paula would like to hold the review session with you this Wednesday 2 April at 16:00 (her room 106).

Can you please note this in diaries accordingly and send over any pre-reading by close of play tomorrow.

Thanks  
Theresa

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**From:** Chris Aujard  
**Sent:** 28 March 2014 18:18  
**To:** Paula Vennells  
**Cc:** David Olive [GRO]; Mark R Davies; Chris M Day; Neil Hayward; Belinda Crowe; Lesley J Sewell; Rodric Williams; Theresa Iles  
**Subject:** Re: Sparrow update

Hi Paula - the core team for the review meeting works for me. That said (David) I am really keen to "capture" the constructive thoughts of all beforehand, so can we build express steps into the process somehow to make sure we do? Bon weekend Chris

Sent from my iPhone

On 28 Mar 2014, at 05:26 pm, "Paula Vennells" [GRO] wrote:

David, thanks for trying to set up a meeting. I agree we need one.

I would like to be clear that when we do, you and the team will walk me through a draft plan, which other senior managers/directors will have had input to already. And if that is the case, we will have a much more productive, shorter and smaller meeting. I will add most value where I can iterate and challenge the options ie., not as part of a working meeting. I'd like Chris A to confirm but it seems to me that the core is Mark, Chris A, me, for the review meeting.

Are you ok with this?  
Any queries - pls ask.

Re the points below, thank you for letting us know. I guess not a surprise but serious and disappointing. I did say to Chris A and to Alice that I should probably have a call with TH now. He promised to get back to me in four weeks and knows this is a big deal for us. It is 5 weeks already. I would appreciate some thoughts. (Chris A - you might drop me a note or stop by on Monday - we'll need to get diary work started to line up with TH.) Chris D: I'm concerned that we continue to pay for sub-standard work, could you think about what opportunities there might be to contain/carefully fire a shot across their bows?

And it's Friday pm. So I hope everyone has a good weekend!

Paula

Sent from my iPad

On 28 Mar 2014, at 12:21, "David Oliver" wrote:

All,

I wanted to send you all a quick update on where things have got to with Second Sight.

- Second Sight were due to deliver their thematic report and the factual briefing report on 26 March.
- They have not delivered either report yet.
- We had a conference call of the Working Group yesterday where they informed us that neither report would be ready by 1 April for the next face to face session of the Working Group.
- They came under a lot of pressure over their delivery – primarily from Tony Hooper and JFSA.
- We have now agreed that we will review the Post Office factual contribution (which we had provided SS with on 13 March to help them with their fact piece) at the working group on 1 April and will discuss the problems second sight are having in producing a thematic report.

In following up the Board actions we are moving to work up the options and the spec of the assurance piece and we are looking to convene a meeting of this group at the tail end of next week to review the work.

Regards

David

**David Oliver**  
**Programme Manager**  
**Initial Complaint and Mediation Scheme**  
**David.oliver**  
**Mobile**

GRO

GRO