

Message

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**From:** Susan Crichton [GRO]  
**Sent:** 30/08/2013 06:43:22  
**To:** Parsons, Andrew [/O=BOND PEARCE/OU=First Administrative Group/cn=Recipients/cn=ap6]  
**Subject:** Fw: Fwd: ToR  
**Attachments:** image001.png; ATT00001.htm; image002.png; ATT00002.htm; Post Office LLR - TOR PV 2.docx; ATT00003.htm

The terms of reference I mentioned to you I must admit its not what I was expecting!  
Any comments gratefully received.  
See you later  
Susan

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**From:** Paula Vennells  
**Sent:** Thursday, August 29, 2013 01:11 PM  
**To:** Susan Crichton  
**Cc:** Alwen Lyons  
**Subject:** Fwd: ToR

Susan, this is the ToR I mentioned when we spoke yesterday. You will see that the intention is to approach it positively, to see what lessons can be learned to help us manage the business in the future.

Richard, Alwen and I have just run through it this am and have noted the need to avoid scope creep. We flagged potential pitfalls, especially around going back too far, or spending too long on cultural issues we are already aware of, (acknowledging that Richard will need to explore some of this ground as context and I am keen to have his observations). Richard is also very aware of not duplicating existing work.

He is keen to see you, Angela and Simon quite quickly, to set the frame of reference and Alwen will be in touch to set up dates/give you contact details so you can.

Thanks in advance for your help.

Paula

Sent from my iPad

Begin forwarded message:

**From:** Theresa Iles [GRO]  
**Date:** 29 August 2013 12:32:45 BST  
**To:** Paula Vennells [GRO]  
**Subject:** ToR

Paula

Copy of ToR

Amanda

Theresa Iles I Assistant to Paula Vennells, Chief Executive

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