
From: Alwen Lyons [GRO]
Sent: Mon 24/06/2013 2:17:40 PM (UTC)
To: Lesley J Sewell [GRO]
Subject: Fwd: Second Sight Call
Attachment: image001.png
Attachment: image002.png

Lesley I think you are going to have to get involved in the Bracknell one or we are going to loose the argument.

Thanks
Alwen

Alwen Lyons
Company Secretary
[GRO]

Begin forwarded message:

From: Simon Baker [GRO]
Date: 24 June 2013 15:00:03 BST
To: Alwen Lyons [GRO], Susan Crichton
[GRO], Lesley J Sewell [GRO]
Subject: Second Sight Call

All

Just had a very animated call with Ron/Ian. Key points are:

1. SR005: Very **un**happy (and angry) with our response to SR005 – “Post Office haven’t answered the questions, just spouting out the same old line”. We need to sort this out in the next few days. I have taken the action provide them focussed information which should provide them what they need. Although I am concerned about the time I have to gather it.
2. Bugs in Horizon: They are concerned that JA is has been told by Post Office that there are no bugs in Horizon, and that is what JA believes and when Second Sight inform him that there were bugs, and sub postmasters accounts were effected it will go “viral” amongst MPs and the press. – My suggest here is that Paula gives this news to James first, and explains to him why this isn’t a problem. We may also want to go to the press first on this, as part of our overall message, to get out our message out first.
3. Over all timescales: Second Sight are planning to have a preliminary report completed by the end of this week. They want to share it with us first before the meeting with JA.
4. Training: They are looking at how good our training is, but this is more an issue for the final report and not a priority for now.
5. SR022. They haven’t looked at our response yet. Alwen, I am still waiting for your permission to release this to Second Sight (they have only received the draft version, which they can’t forward to the sub postmaster). This is going to be a key one, as Mike Wood is the MP

6. SR001. Second Sight's conclusion on this is that we have made it difficult for the sub postmaster to manage the processes required when there is a comms failure and it isn't a surprise the sub postmaster got it wrong. My view on this is that we can let this one go. We have got them to a point which is as good as we can get them to – and we have moved Ron and Ian into a much better place than where they were a few weeks ago.
7. SR021. I have additional follow up questions from Ron over the weekend. In terms of priority, even though this is in the preliminary report, SR005 is by far more critical, but hope to have something back to Ron/Ian on SR021 by eod Wednesday.

As I now need to spend time on sorting out SR005, can this do as brief for your Paula meeting? If not, let me know what additional information you require.

Simon

Simon Baker Head of Business Change and Assurance

2nd Floor, 148 Old Street, London, EC1V 9HQ

GRO

GRO

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