

## Message

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**From:** Neil McCausland [GRO]  
**Sent:** 10/03/2015 20:23:29  
**To:** Alwen Lyons [GRO]; 'Alice Perkins' [GRO] 'virginia. holmes. t21' [GRO]; 'timfranklin' [GRO] 'Alasdair Marnoch' [GRO]; 'Callard Richard (ShEx)' [GRO]  
**CC:** Paula Vennells [GRO]; Alisdair Cameron [GRO] Jane MacLeod [GRO]; Mark R Davies [GRO] Neil Hayward [GRO]  
**Subject:** RE: Sparrow - update to Board and GE

Jane and Mark – thanks and well done.  
That feels very well handled.  
I'm sure it will ignite some more, but so far so good  
Neil

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**From:** Alwen Lyons [GRO]  
**Sent:** 10 March 2015 17:52  
**To:** Alice Perkins; Neil McCausland; virginia. holmes. t21; timfranklin [GRO] Alasdair Marnoch; Callard Richard (ShEx)  
**Cc:** Paula Vennells; Alisdair Cameron; Jane MacLeod; Mark R Davies; Neil Hayward; Alwen Lyons; Kevin Gilliland; Martin George; Nicholas Kennett; David Ryan [GRO] Gavin Lambert; Tom Wechsler  
**Subject:** Sparrow - update to Board and GE

Dear All  
Please find below an update from Jane and Mark

Thanks  
Alwen

**Dear All**

### **Update on Project Sparrow**

As planned, Post Office announced today that it had completed its investigations in the Complaint Review and Mediation Scheme; that all cases that had not been subject to a court ruling would be passed to mediation; and that the Working Group was to close with immediate effect. JFSA, Second Sight and MPs with a case in the Scheme (or a particular interest in Post Office) were informed alongside the announcement and the necessary letters have been sent to JFSA and Second Sight setting out what this means for their engagement / involvement in the Scheme. Letters have also been sent to applicants alerting them to the announcement. BIS did not, in the end, table a Written Ministerial Statement. We have stayed in close contact with them throughout the day to provide any additional support they may require.

There has been a very low key response:

- Second Sight have indicated an initial willingness to keep working with us and we are due to meet them again on Friday.
- There has been little public reaction, thus far, from JFSA. However, we understand Alan Bates has written to Jo Swinson to complain and seek intervention.
- A short story, closely reflecting the press statement, ran on Press Association this morning as planned but has had little pick-up or reaction at this point.
- There have been some criticisms on Twitter by CWU's Postmaster branch which is not, in any case, widely followed.
- So far a handful of MPs have replied to emails and phone call contact made about their constituents' cases and most of these are simply asking for some clarifications about their cases.
- James Arbuthnot has submitted an FOI for a copy the Part Two report (apparently on the misunderstanding that it was to be published tomorrow). We will handle this as BAU.

If the reaction of the parties involved provides a strong enough angle, we should expect some more media interest but it is very contained for now. We will continue to monitor this closely.

We will keep you informed of any significant developments

Jane and Mark

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