
From: Angela Van-Den-Bogerd [GRO]
Sent: Mon 03/02/2020 11:52:15 PM (UTC)
To: Rodric Williams [GRO]
Cc: Patrick Bourke [GRO]; Mark Underwood [GRO]
Subject: FW: Scheme workshop - record of decisions [HS-London_11.FID2085233]
Attachment: 2020.02.03 - PO Historic Shortfall Scheme - Record of key decisions. AVDB comments.docx

Rod

Last Monday at your GLO Activity Planning meeting you mentioned to Kate that you wanted to see less HSF people in the room for meetings as you were conscious of the associated cost. At the Thursday's workshop several days later there were at least 7 HSF representatives in the room, three of which were I believe charged with compiling the notes/minutes/actions. Given the agreed deadline of cop today I specifically asked for those notes to be shared cop last Thursday. We received them today at 1416hrs despite my chaser to Kate at 653hrs this morning.

So the point of this note is twofold. The first is that I believe there are too many HSF fingers in the pie and this is delaying the process rather than speeding it up. The second is that I feel we are paying unnecessarily for HSF people being in the room.

You'll also note reference to 7th Feb workshop. This is news to me – you'll see from my note below that I've proposed that we hold this workshop on Thursday 6th instead. Assuming we are able to do this, I won't require Kath, Shirley, Sharron to be in the room as by Thursday we will have finalised our work and I'll be able to walk everyone through the processes and our rationale for their shape. It would in my view make for a more efficient workshop if we scaled back the number of HSF people in the room also.

Happy to take any counter view from you and indeed Patrick and Mark cc'd but if we are to be stood up and ready to go live on 2nd March, less is more in my view.

Angela



Angela Van Den Bogerd
Business Improvement Director

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[GRO]
[GRO]

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From: Angela Van-Den-Bogerd

Sent: 03 February 2020 23:39

To: 'Heitlinger, Sam' [GRO] Rodric Williams [GRO] Kathryn Alexander [GRO] Shirley Hailstones [GRO] Sharron Logan [GRO] Melanie Corfield [GRO] Patrick Bourke [GRO] Mark Underwood [GRO]
Cc: Watts, Alan [GRO] Emanuel, Catherine [GRO] Gent, Alison [GRO] Chapman, Nick [GRO] Lord, William [GRO] Cruz, Charlyn [GRO]

Subject: RE: Scheme workshop - record of decisions [HS-London_11.FID2085233]

Importance: High

All,

I have tracked my comments into the attached document to provide a status update on the actions I took away from the workshop last Thursday.

I note reference to workshop on 7th Feb however I have nothing in my diary. I'm unable to be in London on Friday and would prefer to walk through the process maps via a face to face so I suggest extending our already scheduled 1 hour meeting on Thursday 6th Feb to accommodate.

Further to a meeting with Kath, Shirley and Sharron today the process maps for Claims received (box 2); Triage (box 3) and Case Investigations (box 4) are in pretty good shape and subject to applying timelines to each of these boxes and for Case Investigations the type of claim (ie deep dive, middle road and light touch) specific timelines, I will be in a position to share at the workshop on Thursday. I will also by then have worked up the resource required for boxes 1-3 depending on total number of applications received and the different type of application. Also any outstanding actions on my part.

Any queries please let me know.

Angela



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[GRO]

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From: Heitlinger, Sam [GRO]

Sent: 03 February 2020 14:16

To: Rodric Williams; GRO; Angela Van-Den-Bogerd; GRO; GRO; Kathryn Alexander; GRO; Shirley Hailstones; GRO; Sharron Logan; GRO; Melanie Corfield; GRO; Patrick Bourke; GRO; Mark Underwood; GRO; GRO; Cc: Watts, Alan; GRO; Emanuel, Catherine; GRO; Gent, Alison; GRO; Chapman, Nick; GRO; Lord, William; GRO; Cruz, Charlyn; GRO; **Subject:** Scheme workshop - record of decisions [HS-London_11.FID2085233]

All

Further to our workshop last Thursday, please find attached a table of the key decisions made during the meeting, together with a high-level summary of our discussions.

The table also records decisions which are yet to be made – these are highlighted yellow.

This document is now saved on our HighQ data room.

Post Office 'to do' list and escalation points

Separately, please find below this email:

- The Post Office section of the 'to do' list of actions arising out of the workshop; and
- A record of the various decisions which need to be escalated to the Board.

Do be in touch if it would be helpful to discuss.

Kind regards
Sam

Sam Heitlinger
Associate, Dispute Resolution
Herbert Smith Freehills LLP

T GRO M GRO
www.herbertsmithfreehills.com
<http://hsfnotes.com/litigation/>

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Post Office 'to do' list:

- Rod Williams to confirm if there is sufficient resource for paralegals at Finsbury Dials to scan in and send documents to Chesterfield.
- Resourcing particular stages – helpline, particularly at the launch of the scheme.
- Angela Van Den Bogerd (and team) to (a) produce various supplementary flowcharts; and (b) devise options for information-gathering of varying degrees of thoroughness (ie. deep dive, 'middle of the road' and light touch), including information as to costs and the number of documents that would be provided.

- Shirley Hailstones and Kath Alexander to produce a list of the types of document that would generally assist in assessing shortfalls.
- Post Office to share general feedback on the 'Assessment of claims' and 'Dispute resolution' sections of the flowchart.

Points to be escalated to the Board:

- Eligibility criteria to be approved.
- Limitation point – recommendation that a discount should be applied.
- Appointing a mental health/well-being advisor.
- HNG-A or date-based limits of the Scheme.

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