

**From:** Paula Vennells [GRO]  
**Sent:** Thur 30/07/2015 9:01:02 AM (UTC)  
**To:** Alice Perkins [GRO]  
**Cc:** Alwen Lyons [GRO]; Neil McCausland [GRO];  
 virginia.holmes [GRO]; Callard Richard (ShEx) [GRO];  
 timfranklin1 [GRO]; Alasdair Marnoch [GRO]; Alisdair  
 Cameron [GRO]; Alana Renner [GRO];  
 Mark R Davies [GRO]; Neil Hayward [GRO];  
 Kevin Gilliland [GRO]  
**Subject:** Re: BBC 2 Documentary

Thanks Alice.  
 The team will really appreciate this.

I have only been able to see the trailer that showed Caroline having such a hard time. Probably only those of us who were involved in the last closure programmes do realise just how much we ask of Network colleagues and this reminded me firstly how proud I am of Kevin and his team, and secondly that it can be very tough. I have asked Kevin and Neil to make sure we have good debriefing support in place for such instances, which Kevin has agreed and helpfully already confirmed are few and far between.

I'm looking forward to viewing the programme and echo your note of thanks especially this time to Alana and Al who are doing a fantastic job whilst Mark and I are away.

Paula

Paula Vennells  
 Chief Executive  
 Post Office Ltd

T: [GRO]  
 [GRO]


Sent from my iPad

On 30 Jul 2015, at 10:44, Alice Perkins [GRO] wrote:

I have just watched the first episode courtesy of my IPlayer (I was out last night).  
 I'd like to say two things.  
 First, if you haven't watched it, I recommend it. I think it gives a very fair reflection of what we are doing, why, and the strong feelings involved on all sides of the argument. If the following episodes capture that balance, it will be great.  
 Second, enormous thanks go to the people who agreed to be filmed and who came across so well. Caroline, Adrian, Neil and their colleagues were human, genuine and did the Post Office proud. And it was excellent to have the clips of Paula setting the context so clearly. It made me stop and think about just how much we are expecting of colleagues working on NTP and Crown transformation. Thank you to all of them for handling these sensitive issues with such care, common sense and humanity.  
 And well done Mark and team for managing this and helping the programme makers get the balance right.  
 All the best

Alice

Sent from my iPhone

On 24 Jul 2015, at 18:03, "Alwen Lyons"  wrote:

Dear All

Please see below an update from Alana on the BBC 2 documentary next week.

Thanks

Alwen

**<image002.png> Alwen Lyons**  
Company Secretary

Finsbury Dials  
20 Finsbury Street  
London  
EC2Y 9AQ

**GRO**

Hello all,

The BBC have now confirmed the schedule for the first broadcast of the three part documentary which they have called "Signed, sealed, delivered: Inside the Post Office". This is scheduled for next Wednesday 29 July at 9pm on BBC2. We believe that the next two episodes will follow over the next two weeks but have not had absolute confirmation as yet.

We have seen all three shows and we are continuing to work through changes with the production team to ensure as balanced a view as possible.

The programmes underline the imperative for change and some of the tough choices and opportunities involved as we seek to deliver a vibrant Post Office network with reduced reliance on the taxpayer.

There are elements which will make uncomfortable viewing (particularly where the community or postmaster does not want change) and there are a number of balancing stories that show successful, thriving branches and very happy customers too.

Overall we believe that our overall objective - underlining the scale and necessity of our

change - will be achieved.

For note, Horizon and Sparrow is NOT mentioned in this or any of the programmes.

We will be confident, proactive and robust in response to any comment or questions and have a full customer and stakeholder communications strategy in place (including a Social Media team in place for the hour the shows are broadcast) that will allow us to amplify the positives from the programmes.

If you have any questions please let me know.

Kind Regards

Alana

<image001.png>

Alana Renner  
Deputy Communications Director  
20 Finsbury St, London, EC2Y 9AQ  
  
@postofficenews

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