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**From:** Alice Perkins [GRO]  
**Sent:** Mon 25/11/2013 3:03:34 PM (UTC)  
**To:** Alwen Lyons [GRO]  
**Cc:** Jorja Preston [GRO]  
**Subject:** FW: Meeting with james Arbuthnot

Hi Alwen,  
Thanks. I've changed the draft a bit. Less defensive sounding now.  
Happy (delighted even) to be offered support at the meeting whether by Paula or Chris!  
A

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**From:** Alwen Lyons [GRO]  
**Sent:** 25 November 2013 13:07  
**To:** Alice Perkins  
**Subject:** Meeting with james Arbuthnot

Alice  
Please see below a draft letter to James.

It may of course change after your meeting with Tony Hooper today. I will ask Jorja to have a hard copy ready for you to review tomorrow.

Paula has said she would like to attend the meeting, and if she is not available Chris Aujard could attend on her behalf. We can of course discuss tomorrow.

Thanks  
Alwen

Dear James

When we spoke in Edinburgh, we agreed to arrange a date to discuss the progress being made on the commitments the Post Office made following the publication of the Second Sight Report. Alwen will be in touch with Janet to find a suitable date in the first part of January.

I should like us to be able to update you both on the improvements we are making to the way we engage with subpostmasters, take their feedback and support them when things go wrong; and on the mediation scheme.

On the latter, we received 147 applications by the time the scheme closed on 18 November. The Working Group, chaired by Sir Anthony Hooper, has agreed a process to allow a proper investigation of applications accepted so that it can make an informed and evidence based decision on whether a case should proceed to mediation. Under this process, it may take longer than first envisaged before the first cases reach the mediation stage which is why I think it would be sensible for us to meet in the New Year rather than earlier. In the meantime, if there is anything you need to know, please do not hesitate to let me know.

I look forward to seeing you and hope that in the meantime, you will have a good Christmas.

Best wishes  
AP

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