
From: Gayle A Peacock [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=GAYLE.LAVERICKFCEDA6B5-600A-4081-8015-FD958C8E2BB5]
Sent: Sun 12/01/2014 8:47:06 PM (UTC)
To: Angela Van-Den-Bogerd [REDACTED]
Cc: Anne Allaker [REDACTED] GRO
Subject: RE: Urgent Request Please
Attachment: Quick win up-date 13. 01 14 Final.doc

Hi Angela

Please find attached the final document. I've added in Craig's contractual bits and I've also added in the HORice pilot. With regards to benefits, I haven't put in the reduction of Contract Advisor resource against this specifically. This is because even if there is a loss and we don't suspend, this will still require intervention by a Contract Advisor and the investigation will still need to be thorough. I think the reduction in CA resource will be more borne out by the "right first time" approach delivered by the training and support. Hopefully the fact that we will train people better and have an improved engagement and support model will mean less people will get themselves into a position where they need a contractual discussion.

I've also kept out the Detica piece for now but will review everything again in terms of benefits.

Thanks

Gayle

Gayle Peacock | Branch Training and Support Programme

c/o Branch Standards Team, 2nd Floor, The Markets, 6-16 New York Street, Leeds, LS2 7DZ

GRO [REDACTED] Mobex [REDACTED] GRO [REDACTED]



From: Angela Van-Den-Bogerd
Sent: 07 January 2014 23:54
To: Gayle A Peacock
Cc: Anne Allaker
Subject: RE: Urgent Request Please

Hi Gayle,

Thanks for the updated version – I've accepted the changes so now consider this the live document.

What isn't detailed in the changes to be implemented is Craig's new process on precautionary suspension following audit. Would you please add to this document applying the same principles of quantifying the benefit where appropriate. In this scenario we should see less suspensions and as a consequence less terminations and appeals – this will be a planning assumption but we should be able to start to identify resultant savings in Contract Advisor man hours and associated costs eg cost of interview transcripts.

The other consideration is the Detica approach. If we were to fund the Detica proposal how do we demonstrate return on investment ie will the Detica approach enable us to identify excess onch more speedily and more consistently than current methods? If so at what point? What currently is the average length of time is branch could inflate their cash before we would spot this and then act on that information? If the average cash inflation is £20k could Detica enable us to bring this average down If so by how much?

Would you please give some thought to the areas the Detica approach (forget the price tag and the supplier at this point) would enable us to get to the source quicker and with more rigour than our current systems / ways of working, I need to be able to quantify the benefits of Detica and if not in absolute terms I need to have a view on what I believe will be the benefit of an approach such as the Detica proposal.

Thanks,
Angela

Angela Van Den Bogerd | Head of Partnerships



148 Old Street, LONDON, EC1V 9HQ



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GRO



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From: Gayle A Peacock
Sent: 07 January 2014 20:29
To: Angela Van-Den-Bogerd
Cc: Anne Allaker
Subject: RE: Urgent Request Please

Hi Angela

I've added in as much as I can regarding the numbers. I've used the data from 2012/13 as NT for 2013/14 will show more activity happening due to the conversions. I've tracked the changes so you can see which bits I've added.

Thanks

Gayle

Gayle Peacock | Branch Training and Support Programme

c/o Branch Standards Team, 2nd Floor, The Markets, 6-16 New York Street, Leeds, LS2 7DZ

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Mobex

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GRO



From: Angela Van-Den-Bogerd
Sent: 31 December 2013 15:14
To: Gayle A Peacock
Cc: Anne Allaker
Subject: RE: Urgent Request Please

Hi Gayle,

I've tracked some changes to the document. I've copied to Anne as she may be able to provide the detail to some of my points whilst you are on leave.

Thanks,
Angela

Angela Van Den Bogerd | Head of Partnerships



148 Old Street, LONDON, EC1V 9HQ



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From: Gayle A Peacock
Sent: 24 December 2013 07:54
To: Angela Van-Den-Bogerd
Subject: RE: Urgent Request Please

Hi Angela

I've made the changes to the document based on our discussion on Friday. Have a look through and let me know if this clarifies things a bit more.

Thanks

Gayle

Gayle Peacock | Branch Training and Support Programme

c/o Branch Standards Team, 2nd Floor, The Markets, 6-16 New York Street, Leeds, LS2 7DZ

GRO Mobex GRO
GRO



From: Angela Van-Den-Bogerd

Sent: 19 December 2013 19:24

To: Gayle A Peacock

Subject: RE: Urgent Request Please

Gayle,

Thanks for this - really helpful.

I've tracked my comments – could we discuss in the morning please.

Thanks,
Angela

Angela Van Den Bogerd | Head of Partnerships



148 Old Street, LONDON, EC1V 9HQ



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From: Gayle A Peacock
Sent: 19 December 2013 11:02
To: Angela Van-Den-Bogerd
Subject: RE: Urgent Request Please

Hi Angela

Have a look at these and see if it meets your needs. If it needs to change, let me know and I will dip out of the session to complete.

Thanks

Gayle

Gayle Peacock | Branch Training and Support Programme

c/o Branch Standards Team, 2nd Floor, The Markets, 6-16 New York Street, Leeds, LS2 7DZ

GRO [REDACTED] Mobex! GRO
[REDACTED] GRO



From: Angela Van-Den-Bogerd
Sent: 19 December 2013 06:44
To: Gayle A Peacock
Subject: Re: Urgent Request Please

Gayle,

Thanks - that's great.

Plasmarl - was reading the letter and the notes of meeting last night. I'm pretty much back to back all day but will try you throughout the day.

Angela

[REDACTED]
GRO

From: Gayle A Peacock
Sent: Thursday, December 19, 2013 06:04 AM
To: Angela Van-Den-Bogerd
Subject: Re: Urgent Request Please

Hi Angela

There is a slide in the pack which I will beef up to go beyond into next year.

I'm travelling to NBSC do to our workshop this morning but will try and knock something together for you in the car. It should be with you by lunchtime at the latest. Hope this is ok?

Gayle

PS could do with a conversation with you at some point today about Plasmarl.

From: Angela Van-Den-Bogerd
Sent: Thursday, December 19, 2013 12:28 AM Coordinated Universal Time
To: Gayle A Peacock
Subject: Urgent Request Please

Hi Gayle,

Martin Edwards caught up with me before I left the building earlier - he has a meeting with Paula tomorrow (Thurs) at 3pm and wanted to give her a feel for the programme timelines. I explained we were in the process of running the workshops so that each workstream will have a milestone plan and that this would include what has been introduced to date; what will be introduced by end March 2014 and what the rolling plan looks like.

Are you able to knock something together that I am able to share with Martin before his 3pm meeting? This is related to my earlier request so hopefully you are already some way along having collated this for me.

Would you let me know please.

Thanks,
Angela