

Message

From: Susan Crichton [IMCEAEX-
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DC28-49AB-8F0F-BE4237A4AD4F] **GRO**
on Susan Crichton <IMCEAEX-
behalf _O=MMS_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=SUSAN+20CRICHTONCE
of DC28-49AB-8F0F-BE4237A4AD4F@C72A47.ingest.local> [IMCEAEX-
_O=MMS_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=SUSAN+20CRICHTONCE
DC28-49AB-8F0F-BE4237A4AD4F] **GRO**
Sent: 14/05/2012 06:08:56
To: Alwen Lyons [GRO]; Simon Baker [GRO]
Subject: Fw:

Can we grab a few minutes to discuss this morning?

Thanks
Susan

From: Alice Perkins [GRO]
Sent: Sunday, May 13, 2012 05:25 PM
To: Alwen Lyons; Paula Vennells; Susan Crichton; Glenda C Hansen; Lesley J Sewell
Subject: Re:

Apologies for writing on a Sunday but I have a very busy day tomorrow and wanted to communicate my first thoughts. I have had a look at this. Thank you to you and all the others who have put hard work into this.

This looks very thorough but my initial reaction is that it may be over defensive in its tone and therefore be counter-productive.

At the very start of all this, James A asked me in his initial letter not "to close ranks" or words to that effect. I am quite clear that it was because I listened rather than trying to preempt everything he said that I got some way with him before. We need to build on that, not to put the barriers up by sounding as though we believe that everything is perfect. We are now planning to do things which ought to command their confidence not just re-iterating that everything is fine and always has been, which is unconvincing.

I think I have to open the meeting with references to what we're thinking of doing in answer to what we've heard rather than leave that to the end.

So I would start by saying that we take this very seriously both for the individuals, public money and our reputation. I would say that we want to find a way of convincing them and others who are sceptical about these issues that we are handling this properly and fairly and I should be very grateful to know at the end of the meeting what their reactions are to what we have said. We do believe that our IT system is and has been sound and that our support for Sub-Ps is much better than has been claimed. We would like to take them through some of this and would also like to take them each through the detail of their individual constituency cases. But we are always open to improving and for that reason we are doing 2 things - looking at how we can improve the training and support which we give Sub-Ps (anything we can say on the back of your visit to Chesterfield?) and commissioning a study of our current Horizon system (referring to the fact, that this is a different system from the one in operation when the cases which are pending legal action occurred). I would then ask for their patience as we explain what the situation is and at the end ask them for their reactions, including to the Deloittes idea.

I think the items which follow should take the same tone. And we need to allow for them to interrupt! I think these timings are optimistic so people speaking will need to be very clear and concise.

We have a briefing meeting first thing on the day before for just over an hour. I am sorry that has to be at JCA but I have a client at 10am. Could I suggest that we start that meeting at 8.30 to give us a bit more room for manoeuvre? Please can we run through what each of us is going to say ie me, Paula, Lesley and Susan? Perhaps Angela and Rod should come so that they tune into the overall tone?

Thank you very much.

Alice

From: Alwen Lyons [REDACTED] **GRO**
Sent: Friday, May 11, 2012 05:27 PM
To: Alice Perkins; Paula Vennells [REDACTED] **GRO** ; Susan Crichton [REDACTED] **GRO**
Subject:

The initial papers for the meeting next weekend

Thanks

Alwen

Alwen Lyons
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