

Message

From: Neville-Rolfe MPST [/O=BIS PRODUCTION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6F2B04F873D84BADB6A80D880A549FC3-ROLFEMPST]
Sent: 9/11/2015 3:01:14 PM
To: Javid MPST [GRO]; Thompson Laura (Shareholder Executive) [GRO]
SpAd Javid MPST [GRO]; Callard Richard (ShEx) [GRO]
Subject: RE: [OFFICIAL-SENSITIVE:COMMERCIAL] Submission to Baroness Neville-Rolfe on Post Office Horizon

CLASSIFICATION: OFFICIAL-SENSITIVE:COMMERCIAL

Quick update:

Letter to Tim Parker has gone out.

Letter to Oliver Letwin with No.10 note went in his box yesterday. He accepted the offer of the phone call with BNR and that will happen on Monday.

Harriet

CLASSIFICATION: OFFICIAL-SENSITIVE:COMMERCIAL

From: Javid MPST
Sent: 09 September 2015 13:55
To: Neville-Rolfe MPST; Thompson Laura (Shareholder Executive)
Cc: SpAd Javid MPST; Callard Richard (ShEx)
Subject: RE: [OFFICIAL-SENSITIVE:COMMERCIAL] Submission to Baroness Neville-Rolfe on Post Office Horizon

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Harriet, Laura,

The SoS has now seen and approved these letters in their current form. He did, however, suggest BNR calls Oliver Letwin before the letter is issued to get him on side and "neutralise him". (Please don't take the last steer too literally – a phone call will suffice, no one needs to get hurt!)

Spads commented that they were happy with BNR's approach, and that they are not convinced there has been 'wrongdoing' on PO's part.

Regards,

George

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From: Neville-Rolfe MPST
Sent: 08 September 2015 14:37
To: Thompson Laura (Shareholder Executive); Javid MPST
Cc: SpAd Javid MPST; Callard Richard (ShEx)
Subject: RE: [OFFICIAL-SENSITIVE:COMMERCIAL] Submission to Baroness Neville-Rolfe on Post Office Horizon

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George, Laura

Following the below, I attach BNR's final version. She took on board comments on the Parker and Letwin letters.

On the Bridgen letter, she was not content to make the change. She understands your advice, but her objective is to demonstrate willingness to listen and take the action she feels is necessary. She doesn't feel this undermines her position.

Thanks
Harriet



Department
for Business
Innovation & Skills

Harriet Smith

Senior Private Secretary to Baroness Neville-Rolfe

GRO

Department for Business, Innovation and Skills, 1 Victoria Street, London,
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From: Thompson Laura (Shareholder Executive)

Sent: 08 September 2015 13:15

To: Javid MPST

Cc: Neville-Rolfe MPST; SpAd Javid MPST; Callard Richard (ShEx)

Subject: FW: [OFFICIAL-SENSITIVE:COMMERCIAL] Submission to Baroness Neville-Rolfe on Post Office Horizon

Importance: High

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George, Harriet

I have a couple of concerns with the revised letters which I am highlighting here. I appreciate that the Minister has approved the drafting but I think it is important that Ministers are aware of the nuance. I have highlighted these in the attached document and summarised below.

Letter to Andrew Bridgen: We would recommend against saying that the Minister has "now" written to Tim Parker, implying it is in response to their pressure, at the risk that doing so undermines her position. She had already told Mr Bridgen that she had asked Tim Parker to do this.

Letter to Tim Parker: A small suggested change around the means by which Tim is expected to respond to the Minister.

Letter to Oliver Letwin: A typo correction, and highlighting an area we believe is incorrect. Suggest deletion.

Thanks

Laura

Laura Thompson | Assistant Director | Shareholder Executive

GRO

CLASSIFICATION: OFFICIAL-SENSITIVE:COMMERCIAL

From: Neville-Rolfe MPST

Sent: 08 September 2015 12:56

To: Thompson Laura (Shareholder Executive); Javid MPST; SpAd Javid MPST
Cc: Freeman MPST; Perm Sec (BIS); Russell Mark (ShEx); Odgers Anthony (ShEx); Manson Justin (ShEx); Kilgariff Patrick (LEGAL B); Callard Richard (ShEx); Dollin Michael (Shareholder Executive); Baugh James (ShEx); Rusling Annette (Shareholder Executive); Creer Simon (Communications); French Claire (Communications)
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Laura

Thanks for your help with this. With some further changes, we now have versions of all three letters that BNR is content with – please see attached.

George - as discussed, please could these go in SoS' box today. Please note the letter in the sub is no longer current and can be replaced by that in the standalone document, which also includes two additional letters drafted as per BNR's request following the original sub – one to Tim Parker and one to Oliver Letwin.

Thanks
Harriet



Harriet Smith
Senior Private Secretary to Baroness Neville-Rolfe
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From: Thompson Laura (Shareholder Executive)
Sent: 08 September 2015 11:37
To: Neville-Rolfe MPST
Cc: Javid MPST; SpAd Javid MPST; Freeman MPST; Perm Sec (BIS); Russell Mark (ShEx); Odgers Anthony (ShEx); Manson Justin (ShEx); Kilgariff Patrick (LEGAL B); Callard Richard (ShEx); Dollin Michael (Shareholder Executive); Baugh James (ShEx); Rusling Annette (Shareholder Executive); Creer Simon (Communications); French Claire (Communications)
Subject: RE: [OFFICIAL-SENSITIVE:COMMERCIAL] Submission to Baroness Neville-Rolfe on Post Office Horizon

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Harriet, we spoke and discussed a couple of changes to the letter to MPs. I have also made some slight tweaks to the letter to Tim Parker. I am fine with your changes to the Letwin letter.

Thanks

Laura

Laura Thompson | Assistant Director | Shareholder Executive
GRO

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From: Neville-Rolfe MPST
Sent: 08 September 2015 10:43
To: Thompson Laura (Shareholder Executive)
Cc: Javid MPST; SpAd Javid MPST; Freeman MPST; Perm Sec (BIS); Russell Mark (ShEx); Odgers Anthony (ShEx); Manson Justin (ShEx); Kilgariff Patrick (LEGAL B); Callard Richard (ShEx); Dollin Michael (Shareholder Executive); Baugh James (ShEx); Rusling Annette (Shareholder Executive); Creer Simon (Communications); French Claire (Communications)
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Laura

Thanks. Baroness Neville-Rolfe commented as follows:

1. Letter to MPs – the Minister felt this was too defensive, and didn't fully take on her suggestions with regard to placing the focus on her letter to Tim Parker.
2. Letter to Tim Parker – the Minister was keen to make clearer that she was making a formal request to Tim Parker to look into the issue.
3. Letter to Oliver Letwin – the Minister felt that this reverted to using lines that she had previously said she was uncomfortable with, i.e. 'no evidence of any wrongdoing'.

I have had a go at addressing these concerns in the attached. Please could you let me know by midday whether you are content for me to put these revised versions to the Minister?

Thanks
Harriet



Department
for Business
Innovation & Skills

Harriet Smith

Senior Private Secretary to Baroness Neville-Rolfe

GRO

Department for Business, Innovation and Skills, 1 Victoria Street, London,
SW1H 0ET

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From: Thompson Laura (Shareholder Executive)
Sent: 07 September 2015 15:08
To: Neville-Rolfe MPST
Cc: Javid MPST; SpAd Javid MPST; Freeman MPST; Perm Sec (BIS); Russell Mark (ShEx); Odgers Anthony (ShEx); Manson Justin (ShEx); Kilgariff Patrick (LEGAL B); Callard Richard (ShEx); Dollin Michael (Shareholder Executive); Baugh James (ShEx); Rusling Annette (Shareholder Executive); Creer Simon (Communications); French Claire (Communications)
Subject: RE: [OFFICIAL-SENSITIVE:COMMERCIAL] Submission to Baroness Neville-Rolfe on Post Office Horizon

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Andrew, Harriet

Thank you for providing the Minister's feedback on the draft letter to Andrew Bridgen MP. As requested, please find attached (all in one document):

- A revised letter taking on the Minister's suggestions. The Minister was keen to adopt a more neutral tone on some of the paragraphs, but had previously commented that she would like to provide a substantive response to

some of Mr Bridgen's concerns. As such, we have suggested an optional paragraph for the Minister to include if she would like to address some of the specific points Mr Bridgen made, or that she can leave out if she would prefer not to give the Post Office lines.

- A suggested letter for the Minister to send to Tim Parker (incoming POL Chair) formalising their phone conversation last month.
- A proposed cover note for the Minister to send to Oliver Letwin with the No 10 note.

As discussed on the phone last week, we'd appreciate any intel as to the extent of Oliver Letwin's involvement in this matter. If it's possible to ask this of his office at PS or SpAd level that would be very helpful (and would help pitch the cover letter better).

You suggested you would put the revised letter and accompanying notes to the Minister today if possible, ahead of clearance through SoS (and then through No 10 / Oliver Letwin as appropriate).

Many thanks

Laura

Laura Thompson | Assistant Director | Shareholder Executive

GRO

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From: Thompson Laura (Shareholder Executive)

Sent: 04 September 2015 11:44

To: Neville-Rolfe MPST

Cc: Javid MPST; SpAd Javid MPST; Freeman MPST; Perm Sec (BIS); Russell Mark (ShEx); Odgers Anthony (ShEx); Manson Justin (ShEx); Kilgarriff Patrick (LEGAL B); Callard Richard (ShEx); McInnes Tim (ShEx); Dollin Michael (Shareholder Executive); Baugh James (ShEx); Rusling Annette (Shareholder Executive); Creer Simon (Communications); French Claire (Communications)

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Importance: High

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Harriet, Andrew

Please see attached submission to Baroness Neville-Rolfe updating on the Post Office Horizon issue and advising on how to respond to the recent correspondence from Andrew Bridgen MP, as requested by the Minister.

The advice consists of a proposed response to Mr Bridgen's correspondence, some advice on handling, and a response to each of the allegations raised in Panorama, prepared by Post Office Limited. Please note this document is strictly confidential and legally privileged so please handle carefully. I also reattach the note we recently sent to Number 10, before the BBC Panorama programme was broadcast. We are suggesting that this note should be shared with Oliver Letwin.

As the Minister requested, this advice has been cleared by senior officials (Anthony Odgers and Patrick Kilgarriff). We have also shared the advice with Nick King, who has commented that he agrees with the recommendation and that the proposed response as drafted is OK, but needs to be run past No 10 and Oliver Letwin before it issues.

I'd be grateful if the Minister could see this advice over the weekend, after which we would suggest the submission goes to the Secretary of State before we approach No 10 and Oliver Letwin.

As ever, do let me know if there are any questions or any more information is required.

Many thanks

Laura

Laura Thompson | Assistant Director, Post Office Network Team | Shareholder Executive

BIS, 1 Victoria Street, London SW1H 0ET |

GRO

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