
From: David Oliver [GRO]
Sent: Fri 09/05/2014 3:56:23 PM (UTC)
To: Mark R Davies [GRO]; Sophie Bialaszewski [GRO]
Cc: Jane Hill [GRO]
Subject: RE: Correspondence for review (for Paula)
Attachment: PV to JW 09 05 2014 LL MD.docx
Attachment: DRAFT LETTER TO JAMES ARBUTHNOT09052014 LL MD.docx

Mark,

Thanks good spot on the clunkiness – apologies we have amended. We have also lifted a large chunk of the achievement narrative out of the ministerial letter and included it in the JA letter which we think addresses your point.

In terms of Linklaters concerns I think the letters are on the right side of remaining committed to looking at the cases but not continuing the Scheme in current form but both Sophie and I think there is a judgement call for Chris and then Paula to make about how positive or otherwise they wish to be in writing about the Scheme given that the long term decision has not yet been made.

D

David Oliver
Programme Manager
Initial Complaint and Mediation Scheme

[GRO]

From: Mark R Davies
Sent: 09 May 2014 16:40
To: Sophie Bialaszewski
Cc: David Oliver [GRO]; Jane Hill
Subject: Re: Correspondence for review (for Paula)

All

I've read them both a couple of times.

I wonder if we are missing a trick in the JA letter in not making more of all we have done prior to this point (on basis that this letter could quite quickly be in public domain)?

Do the letters you've sent address the Linklaters point about us being over committal to the Scheme? It feels like they do but I can't be sure.


I felt this sentence in the minister letter :

c. We still have seen no evidence of problems with Horizon but we continue to spend substantial sums of money on the Scheme

...was very clunky and defensive. "No evidence of systemic problems with the Horizon system has been identified during a period of xxx since SS began its work yet we continue to spend etc...."

Mark

Sent from my iPhone

On 9 May 2014, at 15:52, "Sophie Bialaszewski" < wrote:

Hi Mark,

Would you be able to review the attached letters please?

Paula wants to see drafts of a letter from her to Jenny and then one from her to James.

David, Jane and I inputted to draft the attached and have subsequently had feedback from linklaters (which is included in the attached) – Paula wanted LL them to review them.

If you could get back to David today with any comments / feedback that would be fantastic. David is reviewing these with Chris later today (5 we think).

Sorry for the tight turnaround.

Thanks

Sophie

Sophie Bialaszewski | Public Affairs Manager

<image001.png>



<image002.png> 148 Old Street, London, EC1V 9HQ

<image003.png> postoffice.co.uk

<image004.png> [@postofficenews](https://twitter.com/postofficenews)

<image005.png>

From: Sophie Bialaszewski
Sent: 09 May 2014 15:23
To: David Oliver; Belinda Crowe; Rodric Williams; Jane Hill

Subject: FW: Correspondence for review

Hi – I am happy with the changes they have made and understand their concern re commitment to the Scheme. Not having a decision on future makes comms a little trickier.

Sophie

Sophie Bialaszewski | Public Affairs Manager

<image001.png>

GRO

<image002.png> 148 Old Street, London, EC1V 9HQ

<image003.png> postoffice.co.uk

<image004.png> [@postofficenews](https://twitter.com/postofficenews)

<image005.png>

From: Swil, Jonathan

GRO

Sent: 09 May 2014 14:16

To: David Oliver

Cc: Sophie Bialaszewski; Rodric Williams; Belinda Crowe; Band, Christa

Subject: RE: Correspondence for review

David

I attach our suggested amendments to the two draft letters. One general comment we have about both letters is our concern that if they are made public and in due course Post Office decides substantially to change direction with the Scheme (e.g. if it chooses not to mediate any cases or abandons the Scheme altogether), the statements of unqualified support for the Scheme, or even just being committed to considering all complaints brought through the Scheme, in the letters may place Post Office in a difficult position. If you agree, perhaps one way of dealing with that concern is to, rather than express support for the Scheme *per se*, express, where relevant, Post Office's commitment to the fair and just resolution of all complaints/applications to the Scheme.

Do let me know if you wish to discuss any of our suggested amendments.
Kind regards

Jonathan

From: David Oliver

GRO

Sent: 09 May 2014 10:51

To: Swil, Jonathan

Cc: Sophie Bialaszewski; Rodric Williams; Belinda Crowe

Subject: Correspondence for review

Jonathan,

As flagged yesterday Paula Vennells has asked if Linklaters could review the attached correspondence to Jenny Willott and James Arbuthnot from a legal perspective.

Paula would like to send the letters today so a quick turnaround would be appreciated.

Many thanks

David

David Oliver
Programme Manager
Initial Complaint and Mediation Scheme

GRO

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<DRAFT LETTER TO JAMES ARBUTHNOT09052014 LL.docx>

<PV to JW 09 05 2014 LL.docx>