

From: Brooks-White (Jobshare)/[O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=BA18307795B6433BB84AD3F29BE15EEB-SH_BEIS_BRO]
Sent: Fri 24/02/2023 8:15:42 AM (UTC)
To: 'Simon Recaldin'; [REDACTED] GRO
Subject: RE: OHC Remediation - Engagement with Parliament

OFFICIAL-SENSITIVE

Simon – fully recognise that it's been full on these past few weeks! I will hand over to Eleanor and she can pick up the first half of next week. Have a good weekend.

Beth

Beth White and Eleanor Brooks

Beth: [REDACTED] GRO

Eleanor: [REDACTED] GRO

OFFICIAL-SENSITIVE

From: Simon Recaldin <[REDACTED] GRO>
Sent: 23 February 2023 22:45
To: Brooks-White (Jobshare) [REDACTED] GRO
Cc: Mitchell, Katie (BEIS) <[REDACTED] GRO>; Mackie, Robert - UKG [REDACTED] GRO; Neil McDaid [REDACTED] GRO; Kenneth Pritchard <[REDACTED] GRO>; Brightwell, Rob (Business Sectors - Services Directorate) <[REDACTED] GRO>; Sonia Minhas <[REDACTED] GRO>; Snow2, Emily (BEIS) <[REDACTED] GRO>
Subject: RE: OHC Remediation - Engagement with Parliament

Beth

Apologies but taking a couple of days out on a/I to allow the team to settle and have some space a bit as I'm conscious I'm pushing them on all fronts now! Back Tuesday so happy to pick up with Eleanor then.

It's not about any work being delayed, it's more about the right place to update Sir Wyn on progress.

Speak Tuesday.

Regards

Simon

Simon Recaldin

Historical Matters Director

Post Office Ltd | Finsbury Dials | 20 Finsbury Street | London | EC2Y 9AQ

Tel: [REDACTED] GRO

Email: [REDACTED] GRO

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From: Brooks-White (Jobshare) [REDACTED] GRO
Sent: 23 February 2023 16:38
To: Simon Recaldin <[REDACTED] GRO>; Snow2, Emily (BEIS) [REDACTED] GRO
Cc: Mitchell, Katie (BEIS) [REDACTED] GRO; Mackie, Robert - UKG [REDACTED] GRO; Neil McDaid [REDACTED] GRO; Kenneth Pritchard [REDACTED] GRO; Brightwell, Rob (Business Sectors - Services Directorate) <[REDACTED] GRO>; Sonia Minhas <[REDACTED] GRO>
Subject: RE: OHC Remediation - Engagement with Parliament

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OFFICIAL-SENSITIVE

Simon

Thank you for letting us know. It's probably worth us talking through, I assume we have our Friday catch up tomorrow? As I wouldn't want the delivery of this work delayed because of potential Inquiry criticism risks. And I wonder about (if I have my sports analogy correct), doesn't doing this first put you into an offensive position, rather than defensive? Especially as Hudgell is beginning to start his attack in that space via his open letter? We think you could present this well, and it may allay fears, and it's fears that can create parliamentary noise.

Thanks

Beth

Beth White and Eleanor Brooks

Beth: [GRO]

Eleanor: [GRO]

OFFICIAL-SENSITIVE

From: Simon Recaldin [GRO]
Sent: 23 February 2023 01:01
To: Snow2, Emily (BEIS) [GRO]
Cc: Brooks-White (Jobshare) [GRO] Mitchell, Katie (BEIS) [GRO]
Mackie, Robert - UKGI [GRO] Neil McDaid [GRO] Kenneth
Pritchard [GRO] Brightwell, Rob (Business Sectors - Services Directorate)
[GRO] Sonia Minhas [GRO]
Subject: RE: OHC Remediation - Engagement with Parliament

Emily

With apologies and letting you know as soon as I could but I and Post Office need to be excused from this meeting please.

On reflection and with advice, if I did attend to deliver the messages I needed to get across on the 14th March it would probably be inappropriate given the imminent compensation hearing at the Inquiry in April. This is what I have reflected on and the timing is just not great – we can not afford something however small to come out of the meeting before advising the Inquiry.

On that basis, with apologies again, Post Office need to be excused please.

I'm also sorry for the additional work this has and may cause you now around the logistics and the false dawn.

Happy to elaborate further if required.

Post April compensation Inquiry day I will reflect further and it may be more appropriate to re-engage then.

Many thanks.

Regards

Simon

Simon Recaldin

Historical Matters Director

Post Office Ltd | Finsbury Dials | 20 Finsbury Street | London | EC2Y 9AQ

Tel: [GRO]

Email: [GRO]

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From: Snow2, Emily (BEIS) [GRO]
Sent: 21 February 2023 16:41
To: Simon Recaldin [GRO] Kenneth Pritchard [GRO]
Brightwell, Rob (Business Sectors - Services Directorate) [GRO]
Cc: Brooks-White (Jobshare) [GRO] Mitchell, Katie (BEIS) [GRO]
Mackie, Robert - UKGI [GRO] Neil McDaid [GRO]

Subject: RE: OHC Remediation - Engagement with Parliament

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OFFICIAL-SENSITIVE

Hi Kenneth, Simon,

Thanks for coming back on this.

The proposed topics sound sensible, thanks Simon. In terms of attendees, I agree 6 may seem too many – perhaps taking this down to 4 would be better received by the group. As Eleanor has mentioned, we expect that the Minister will introduce you/your agenda items – this may influence whether Nick wants to attend or not.

A couple of points:

- We are expecting to have 30 minutes on the agenda for OHC.
- We will provide a written summary table of progress across all schemes so a verbal update is likely not required (example attached) though we may have a 'general update' in which the ask re: HSS late apps can be included.
- Please see attached the slides Rob Brightwell has previously used for presenting the GLO to the group – this format has been well received by the group before in case this is useful for preparing slides (if you intend to use some) in your own POL templates.
- Please see attached bios of the attendees from last time.
- Please see below a list of topics which have been previously raised in the meetings.
- Please see below draft text for the invite.
- Copying @Brightwell, Rob (Business Sectors - Services Directorate) – in case you have any views on Simon's point below regarding GLO (highlighted in yellow)

Topics raised in past meetings:

- Bankruptcies
- Issues of trust (in POL, in Govt)
- How is Sir Wyn being engaged in the design of compensation delivery?
- Fujitsu – their role/future contracts
- HSS - Publicity on late applicants; contacting those who have died - how will their estate claim?; closure date
- OHC - How many cases pending with CCRC

Draft text for invite:

I hope you found the meeting in November to discuss our plans for delivering GLO compensation useful. I am planning the next meeting on Horizon compensation for 14 March. I hope you will be able to attend. At this meeting, we will provide an update on GLO compensation. Post Office's Historical Matters Director [and CEO- tbc] will also be joining the meeting to update you on delivery of compensation to those with overturned convictions, including current appeal rates and efforts to contact postmasters with historical convictions, and upcoming adjustments to the delivery model.

Many thanks,

Emily

Emily Snow

GRO

MS Teams

GRO

OFFICIAL-SENSITIVE

From: Simon Recaldir

GRO

Sent: 20 February 2023 20:58

To: Kenneth Pritchard

GRO

Cc: Brooks-White (Jobshare)

GRO

Mitchell, Katie (BEIS)

GRO

Mackie, Robert - UKGI

GRO

Snow2, Emily (BEIS)

GRO

Neil McDaid

GRO

Subject: RE: OHC Remediation - Engagement with Parliament

Kenneth

Apologies, for clarity the second bullet would include Emily's point around PFA triage etc.

Thanks

Regards

Simon

Simon Recaldin

Historical Matters Director

Post Office Ltd | Finsbury Dials | 20 Finsbury Street | London | EC2Y 9AQ

Tel: [GRO]

Email: [GRO]

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From: Simon Recaldin

Sent: 20 February 2023 20:55

To: Kenneth Pritchard [GRO]

Cc: Brooks-White (Jobshare) [GRO]; Mitchell, Katie (BEIS) [GRO]

Mackie, Robert - UKG [GRO]; Snow2, Emily (BEIS) [GRO]; Neil McDaid

[GRO]

Subject: RE: OHC Remediation - Engagement with Parliament

Kenneth

Not sure how long we will get and assume Emily will let us know but in terms of items to cover from a Post Office perspective:

- Adopting a postmaster centric remediation approach on the OHC cases
- Encouraging them to encourage people to come forward in the OHC space as the start of the journey to explain the difference between the 84 and the 705
- Encourage them to encourage people to enter into the HSS late application scheme give the level of take up beyond the initial cohort
- If time allows an update of where we are with each of the Post Office schemes

There is also a more delicate issue of ensuring the GLO is consistent with the HSS and the risks associated if it is not – the inclusion of Lord A etc. could be building in risks to consistencies. I will be guided if to raise such an issue and if so how. Whatever the case we should mention that there is a risk of having to re-open cases and the Inquiry oversight if the GLO does not generate similar outcomes to Post Office.

After consultation with Ben F, we think Nick should probably be included please given the Ministers attendance so does that mean a Post Office entourage of Nick, Richard, Neil, Nicola, Diane and myself? Too many? Feels like it so we might have to drop the lawyers.

Hope this helps to shape things and this along with information from Emily helps to anticipate the angles they will be interested in for the briefing. For the remediation approach I would very much encourage you to speak to Neil (on copy) for a few choice lines.

I would also be grateful if you could work with Philippa re Nick's diary for the 14th. To be clear Nick has sent he is not precious so if he doesn't want to attend no problem and there might be a good reason for it. Just don't want him not to be there when there is an expectation – you/Richard will probably be better to advise him than I.

Regards

Simon

Simon Recaldin

Historical Matters Director

Post Office Ltd | Finsbury Dials | 20 Finsbury Street | London | EC2Y 9AQ

Tel: [GRO]

Email: [GRO]

The information classification of this email is confidential unless otherwise stated

From: Snow2, Emily (BEIS) [GRO]

Sent: 20 February 2023 15:56

To: Kenneth Pritchard [GRO]; Simon Recaldin [GRO]

Neil McDaid [GRO]

Cc: Brooks-White (Jobshare) [GRO]; Mitchell, Katie (BEIS) [GRO]

Mackie, Robert - UKGI | **GRO**

Subject: RE: OHC Remediation - Engagement with Parliament

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Hi Kenneth,

Thanks for your message, hope you are well too. Please see answers below.

- Who is attending from the department? TBC but likely Carl, Beth/Eleanor.
- What MPs/ peers are being invited? Invites still TBC but last time, this is who was invited:

Lord Arbuthnot of Edrom

Andrew Bridgen MP

Kevan Jones MP

Kate Osborne MP

Karl Turner MP

Marion Fellows MP

Lucy Allen MP

Siobhan Baillie MP

- What specific topics are you wanting to cover? **Could you please confirm to me (ideally by tomorrow)** whether you'd be happy to cover:

1. Potential future overturns/triage work (I believe Simon has discussed this previously with Rob B/Beth/Eleanor)

2. OHC Delivery and remediation changes

- Has an invite gone to MPs and can we see that please? Not yet sent but I will send over some draft text to you before it goes and then confirm when it has (the text will be subject to your confirmation that you are content with the above 2 agenda items).
- Is the meeting confidential? We usually take an approach to assume that anything discussed has the potential to become public, so using lines you'd be comfortable to use in public would be sensible. In past meetings, however, Chatham House rules have been used and we could propose this again if appropriate.
- Where will the meeting take place – online or in person? We're hoping for in-person – just need to work out logistics.

I've set up a meeting on 2 March to discuss approach and objectives, would it be useful for you to attend? If you're planning to prepare slides for presentation, it would be useful to give Carl sight of these so could you share say the week before the meeting if so?

I can also look at sending through some background on the attendees/topics they've raised in past meetings if useful.

Many thanks,

Emily

Emily Snow

GRO

MS Teams |

GRO

From: Kenneth Pritchard

GRO

Sent: 17 February 2023 15:59

To: Snow2, Emily (BEIS)

GRO

Simon Recaldir

GRO

Neil

McDaid <

GRO

Cc: Brooks-White (Jobshare)

GRO

Subject: RE: OHC Remediation - Engagement with Parliament

Hi Emily,

Hope you are well.

Simon has asked me to reply on his behalf to gather a bit more information on this. Could you send me some more information on this so we can have a better idea about this event?

- Who is attending from the department?
- What MPs/ peers are being invited?

- What specific topics are you wanting to cover?
- Has an invite gone to MPs and can we see that please?
- Is the meeting confidential?
- Where will the meeting take place – online or in person?

If you could come back to me on these initially, that would be great.

Thanks,

Kenneth

Kenneth Pritchard

Head of Parliamentary Relations

Corporate Affairs, Brand & Communications

GRO

Finsbury Dials, 20 Finsbury Street

London, EC2Y 9AQ

postoffice.co.uk



From: Snow2, Emily (BEIS)

GRO

Sent: 15 February 2023 16:19

To: Simon Recaldin

GRO

Neil McDaid

GRO

Cc: Brooks-White (Jobshare)

GRO

Subject: OHC Remediation - Engagement with Parliament

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Hi Simon, Neil,

I hope you are well.

Just following up on the ask that you come along at some point to engage with Parliamentarians on OHC delivery and to engage them on the changes to a remediation style. There is a meeting between the Minister and interested Parliamentarians pencilled in for Tuesday 14 March and we think it would be good to get you in on the same forum after the Minister is done with other business. Time is TBC though let me know if you'd envisage a problem with this date.

Happy to set up a call early on to discuss approach and I will set up a pre-meet beforehand in any case.

Let me know if any questions on that.

Many thanks,

Emily

Emily Snow

GRO

MS Teams

GRO

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