

Message

From: Paula Vennells
on behalf of Paula Vennells
Sent: 27/08/2013 08:47:39
To: Theresa Iles
Subject: Fwd: Project Sparrow - weekly update - priviledged

GRO

Ppo and BF for steering meeting this week. Thx P

Sent from my iPhone

Begin forwarded message:

From: Susan Crichton
Date: 27 August 2013 08:08:41 BST
To: Paula Vennells
Cc: Andy Holt; Angela Van-Den-Bogerd
Subject: RE: Project Sparrow - weekly update - priviledged

Paula your queries answered in red.

Susan

From: Paula Vennells
Sent: 23 August 2013 19:00
To: Susan Crichton
Cc: Andy Holt; Angela Van-Den-Bogerd
Subject: Re: Project Sparrow - weekly update

Susan, thanks. A really clear note. Noted below some queries (IN CAPS)

Paula

Sent from my iPad

On 23 Aug 2013, at 18:24, "Susan Crichton" wrote:

Paula - here is the update from this week. Key is the launch of the mediation scheme on Tues morning and the resulting press interest, Ruth is going to include this as part of the Board briefing with the details as to strike action.

Mediation Process Launch

- In line with the Steering Board and the Working Group we have agreed the Mediation Pack and press release will launch on Tuesday 27th.
- The Working Group have agreed to extend the submission date to 18th November as the date for launch has been pushed back, so that SPMRs have enough time to submit their applications.

- <!--[if !supportLists]--><![endif]-->Angela has sent the final version of the Mediation Pack to you separately.
- <!--[if !supportLists]--><![endif]-->The pack will be distributed to via JFSA, Shoosmiths, JA MPs, BIS MPs and those sent directly to the Post Office.
- <!--[if !supportLists]--><![endif]-->Press release includes positive comments from JA. THOUGHT WE MIGHT BE EXPECTING ONE FROM JFSA?
- <!--[if !supportLists]--><![endif]-->Our communications team will contact interested media parties to inform them of the launch. This allows us to control the message with media outlets.
 - <!--[if !supportLists]--><![endif]-->Press statement will be sent to media who have covered Horizon on the 27th August
 - <!--[if !supportLists]--><![endif]-->An Article will be posted on the intranet (employees) and on subspace online (for subpostmasters) on the 27th August
 - <!--[if !supportLists]--><![endif]-->Branch Focus and In the Loop that go out the week of the 27th to include an item covering the press release
- <!--[if !supportLists]--><![endif]-->Finding and agreeing a panel of independent advisors continues so that we can provide a mix of legal and accounting support for SPMRs with good geographical coverage. IS THIS PROVING DIFFICULT? We are making progress so hopefully we will be successful
- <!--[if !supportLists]--><![endif]-->Planning for the 5th Sept training day for independent advisors and mediators is progressing. IF WE DON'T GET ENOUGH ADVISORS.....? It looks like we will have enough to make the training session successful.
- <!--[if !supportLists]--><![endif]-->Following your steer Angela is looking at how she brings in additional support to ensure she is fully effective in her role. GOOD - PLS MAKE SURE YOU PICK UP WITH CHRIS RE EXCEPTIONAL ACCOUNTING QUERY Yes will do.

Working Party Terms of Reference

- <!--[if !supportLists]--><![endif]-->Working Party TOR – I have common agreement on this with one exception. SS believe they should have a voting right on the Working Party and JFSA disagree. I am managing this to conclusion and expect we will end up with a compromise where SS will get a vote until we have an independent chair in place. I will keep you informed on the outcome. CAREFUL YOU DON'T SET A PRECEDENT - A CHAIR MIGHT FIND IT DIFFICULT TO UNDO. DO BOND DICKINSON HAVE A VIEW? BD have suggested this as a compromise, it may need JA to step in if we cannot manage this we will pick this up this week.

Independent Chair

- <!--[if !supportLists]--><![endif]-->We currently have three potential candidates for the independent chair: I will talk to Will next week and get his input.
- <!--[if !supportLists]--><![endif]-->As disused at our one to one I will let you have a pack with the TOR for the Working Group, JD for the independent chair and brief CV's for the proposed candidates. You will then discuss with Alice for feedback and I have suggested that you and Alasdair will meet 2 or 3 candidates with a view to finding a candidate who can then meet with JFSA and possibly JA (depending on his view) and Alice.
- <!--[if !supportLists]--><![endif]-->The view of the Working Party (WHO PARTICULARLY) Kay Linnell is that the JFSA, JA and Alice should all be involved in reviewing the candidates (update following conversation with Kay) THINK WE

THOUGHT WE SHOULD KEEP ALICE CLEAR OF THIS, SO THERE IS AN ESCALATION POINT? Agreed

Improvement Work stream

- <!--[if !supportLists]--><![endif]-->Continue to review “as is” processes. Work this week has focused on ATMs, Santander and Mails area. Next weeks will focus on Contract and Cash teams. NEED A BIT MORE EXPOSURE TO THIS PLS. 2/3 BULLET POINTS AS PER OTHER WORKSTREAMS. Yes we will add more detail on this.

Legal and Adjudication of future case

- <!--[if !supportLists]--><![endif]-->I am waiting for a meeting (either last week of August or first week of September) with Brian Altman QC. The QC will provide an initial steer on the process for existing cases. This session will be the first step in helping us define a process for future cases. We will need to review the current plan once we have this steer. IS THIS REF PROSECUTING AUTHORITY? Yes a recommendation on that will be one of the outputs from this work, also important to have oversight over the process with regard to the review of our criminal prosecutions
- <!--[if !supportLists]--><![endif]-->We are urgently working with our external firms to identify an independent expert to provide evidence on the Horizon system. PREVIOUSLY THIS WAS PROVIDED BY FUJITSU? WHY MOVE FROM THIS? DO WE HAVE TO VALIDATE FUJITSU?

We are concerned that this needs to be independent rather than FJ verifying its own system. Happy to explain rationale further at our steering board meeting this week.

Technology

- <!--[if !supportLists]--><![endif]-->Possible changes have been identified which Angela will review and approve. A workshop to review the requirements/solutions with Fujitsu has been planned for the first week of September.

Regards

Susan