

## Message

**From:** Paula Vennells [GRO]  
**on behalf of** Paula Vennells [GRO]  
**Sent:** 30/06/2013 10:18:30  
**To:** Alice Perkins [GRO]  
**CC:** Alwen Lyons [GRO]; Martin Edwards [GRO]; Susan Crichton [GRO]  
**Subject:** Re: Board Call and SS

Ah - my fault! Poor comms - we had decided exactly that and rather than send a written brief at this stage, we thought it would be better to wait to get a steer from Alwen's meeting with Janet.

Susan as I think you know is seeing SS on Monday pm, so it makes sense for her to update the Board after that.

If Alwen and Martin could give some thought to an outline discussion brief for the Board, we can go through after the Janet meeting.

I hope you are all enjoying the glorious weather!

Paula

Sent from my iPhone

On 30 Jun 2013, at 10:20, "Alice Perkins" <[GRO]> wrote:

Thank you for this.

I will think before the call how best to structure the time available.

Does the reference to the VC meeting on 11 July mean that we are definitely not seeing him on the 4th? (I hadn't heard.)

I think we will have to tell the Board about SS as there is a danger that we could be in a difficult situation in the midst of all this and before we will have another opportunity to tell them. And we do owe them an update. Please can I ask you to think about we should say, and to let me know beforehand how you intend to describe the situation? If you want to bring Susan C on to the call, that would be fine.

I hope you are both getting something of a weekend.

All the best

Alice

**From:** Alwen Lyons [mailto:[GRO]]  
**Sent:** Saturday, June 29, 2013 12:19 PM  
**To:** Alice Perkins; Neil McCausland [GRO]; virginia. holmes [GRO]; susannah. storey [GRO]; Alasdair Marnoch [GRO]; timfranklin1 [GRO]; Chris M Day [GRO]; Paula Vennells [GRO]  
**Cc:** Susan Barton [GRO]; Alwen Lyons [GRO]; Kevin Gilliland [GRO]  
**Subject:** Strategy and funding update 28th June

Apologies the earlier email was sent in error and included an incomplete update from Paula.

Completely my fault.

Please disregard and accept this as Paula's weekly update

Thanks  
Alwen

**Dear All,**

**Strategy and Funding update: 28<sup>th</sup> June 2013:**

NFSP engagement and negotiation:

- Discussions with the NFSP have continued this week. We have completed two “negotiation” meetings to discuss the range of financial / non-financial levers available to us to build buy in of NFSP members to the scheduled mandated approach. Alongside this we have also had further meetings to ensure the NFSP understand all elements of the strategy including the financial headlines for the Post Office over the plan period. This has been useful in ensuring they understand the constraints this brings especially in relation to cash flow.
- We have a further meeting planned with the NFSP on Tuesday next week with more to follow. We will continue to ensure that BIS remain fully aware of the discussions with NFSP and aligned to our approach in relation to this. Our objective remains to gain commitment from NFSP to support to the scheduled mandated programme approach.
- Internally, we continue to model and explore alternative options around the NFSP levers that were discussed with the Board.

BIS / ministerial engagement:

- We continue to work very closely with the BIS team to gain full ministerial agreement to the strategy, especially in relation to Network Transformation. The last few days have focused on ensuring the thinking behind the scheduled modernised approach is understood and that the messaging of this thinking is clearly set out. We have also worked through how this thinking should be best set out for ministerial discussions on this over the next two weeks. This has included setting out the thinking behind the mix of levers open to us to buy in support from the NFSP and how this would impact the overall funding request.
- We have also completed further discussions with BIS on our approach to network expansion, community branches and retail support to branches. This thinking continues to be received very positively on the joint understanding that these form positive components of the overarching story around the transformation of the network.
- The BIS team had an internal meeting with Jo Swinson (JS) and Vince Cable (VC) this week. His questions around NTP and the scheduled approach were aligned with those which JS had raised in our early meetings. Specifically, he is looking for:
  - Reassurance that we have explored alternative options before concluding that we need to move to a scheduled approach
  - Evidence that shows that we cannot delay this until after an election

- Understanding of how we propose to manage the 'noise' around this change in approach

We have material prepared on each of these areas and are now working with the BIS team on how we structure this for presentation initially with JS and then with VC. The VC meeting is scheduled for the 11<sup>th</sup> July and will be a joint Post Office and BIS meeting.

- Looking into next week this work will continue in preparation for key ministerial meetings the week commencing 8<sup>th</sup> July.

#### KPMG audit:

- KPMG have now submitted their report to BIS. We have already received headlines from this and these have been communicated previously, however we have a session planned for next week for KPMG to present back to us formally.

#### Update on Board discussions from last week:

- The Strategy and Funding mandate has been updated and circulated to all Board members
- The Mutualisation Timeline has been circulated, all comments received accommodated in an updated document which is now ready to send to BIS
- The Network Team continue to work on improving the openings rate. Specifically this week they have:
  - **On capacity improvement:** brought together Procurement, Legal and Property to develop the approach for appointing a Post Office panel of builders. Legal and Procurement are also looking at how we can leverage this longer term process to allow us to use existing POL suppliers in the short term to help agents currently going through the opening process.
  - **On sustaining the pipeline for conversion:** have closed Q1 more than 50 contracts ahead of target. This sets up the programme well for the increase in planned rate in Q2 as the pipeline starts to come through. Being ahead of the contracts target early in the year also gives us the best opportunity to increase the opening rate as the year progresses

#### Board Phone Call

- A Board phone call has been scheduled for late Monday afternoon. The team have no specific requests from the Board this week. The call will therefore provide the Board with the opportunity to discuss the above areas and to gain additional insight and update from the Team as required. We suggest using the headings set out above to structure the discussion.

Thanks

Sue

---

\*\*\*\*\*

This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this

communication. If you have received this in error, please contact the sender by reply email and then delete this email from your system. Any views or opinions expressed within this email are solely those of the sender, unless otherwise specifically stated.

POST OFFICE LIMITED is registered in England and Wales no 2154540. Registered Office: 148 OLD STREET, LONDON EC1V 9HQ.

\*\*\*\*\*

Click [here](#) to report this email as spam.

This message has been scanned for malware by Websense. [www.websense.com](http://www.websense.com)