

Message

From: Lesley J Sewell [GRO]
on behalf of Lesley J Sewell [GRO]
Sent: 09/07/2013 14:56:23
To: Paula Vennells [GRO]; Martin Edwards [GRO]; Hugh Flemington [GRO]; Susan Crichton [GRO]; Alwen Lyons [GRO]; Mark R Davies [GRO]
CC: Dave Hulbert [GRO]; Simon Baker [GRO]
Subject: Actions

Dear All

For discussion at our call at 4.

How do we manage activity going forward:

- Assign a programme lead and internal project manager, the recommendation is that this is an external to support the working group. Ideally someone who has had previous investigative experience to enable management of SS. (note Simon is leaving the business shortly).
- Consider establishing an internal ring fenced working group to support the remaining Spot Reviews.
- The Branch User Group needs to be considered alongside the existing structure with the NFSP. Recommendation/ToR and approach.
- Agree the ToR with SS for the remaining spot reviews.
- One to one meetings with interested MPs?
- Terms of Reference to be developed for the Independent review of new cases.

Immediate actions from the SS report:

Technical considerations:

- Review the messaging and procedures when a SPMR has to deal with a communications failure – change as appropriate.
- Review the hardware failures. Identify improvements.
- Consider a 'suspense account' at a branch level. Cost/process/implementation.

Process:

- Interventions team – change of name? review the current contracts.
- Create a central repository for all SPMR cases. All 47 cases which have been raised with SS in the first instance and then Legal cases. Review all sub post master interactions, eg P&BA, Legal, Security, NBSC.
- Review/Create process map for support of Sub post masters and change where appropriate.

- New cases: Reissue communications to the branches and agree mechanism for adding new cases to be reviewed
- Consider an 'outreach' investigations support function. Cost/scale/responsibilities.

Behaviours:

- Check how we are dealing with cases and ensure we are handling delicately – how can we demonstrate that we are improving. Angela
- Review our current training in light of the comments made in the SS report (process and behaviours).

Communications:

- Communications plan for the summer to cover BBC, and computer weekly et al.
- Communication to all MP's who have cases.
- JA/AB

Regards Lesley

Lesley J Sewell
Chief Information Officer

148 Old Street, LONDON, EC1V 9HQ

GRO



Confidential Information:

This email message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorised review, use, disclosure or distribution is prohibited. If you are not the intended recipient please contact me by reply email and destroy all copies of the original message.