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**From:** Belinda Crowe[IMCEAEX-  
\_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29  
\_CN=RECIPIENTS\_CN=BELINDA+20CROWE79B93F11-569F-4526-A078-  
F5B4958A8917220@C72A47.ingest.local]  
**Sent:** Wed 16/07/2014 10:11:49 AM (UTC)  
**To:** Sophie Bialaszewski [GRO] Martin  
Edwards [GRO]  
**Cc:** Avene O'Farrell [GRO] Sarah  
Paddison [GRO] David Oliver [GRO]  
Belinda Crowe [GRO]  
**Subject:** RE: Draft email from James Arbuthnot to MPs

Great, thanks Sophie.  
Best wishes  
belinda

**Belinda Crowe**  
148 Old Street, LONDON, EC1V 9HQ

**GRO**

**GRO**

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**From:** Sophie Bialaszewski  
**Sent:** 16 July 2014 11:11  
**To:** Belinda Crowe; Martin Edwards  
**Cc:** Avene O'Farrell; Sarah Paddison; David Oliver  
**Subject:** RE: Draft email from James Arbuthnot to MPs

Hi All.

Please find attached a breakdown for the current and last financial year, detailing all of the Horizon integrity cases received by ECT. This year we have had letters from Andrew Griffiths MP (May) and Oliver Heald (April).

Let me know if you need anything else.

Sophie

Sophie Bialaszewski | Public Affairs Manager

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**GRO**



148 Old Street, London, EC1V 9HQ



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**From:** Belinda Crowe  
**Sent:** 16 July 2014 08:18  
**To:** Martin Edwards  
**Cc:** Avene O'Farrell; Sarah Paddison; Belinda Crowe; Sophie Bialaszewski  
**Subject:** RE: Draft email from James Arbuthnot to MPs

I have asked Sophie to have a look through MP correspondence just to see whether there are any letters from MPs about spmr complaints that we were not otherwise aware of. But if there are cases coming through to MPs they are not coming through to us as far as I am aware.

Best wishes  
Belinda

**Belinda Crowe**  
148 Old Street, LONDON, EC1V 9HQ

GRO

GRO

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**From:** Paula Vennells  
**Sent:** 16 July 2014 07:32  
**To:** Martin Edwards  
**Cc:** Belinda Crowe; Avene O'Farrell; Sarah Paddison  
**Subject:** Re: Draft email from James Arbuthnot to MPs

Thanks so I could do 1.40pm - would that help?

Sent from my iPad

On 15 Jul 2014, at 23:37, "Martin Edwards" <

GRO

> wrote:

Hi there - the full agenda is in the email which Aidan sent at 15.07 this afternoon - but here's an extract from the first half of the afternoon which covers the period in question (hope this is readable on an iPad, let me know if not).  
Martin

Time	Activity	Lead
12:30pm	Arrival (coffee and tea + light snacks)	
1.00pm	Intro/Domestics	Fay (Fay to

		introduce Paula)
1:05pm	Business Update	Paula (20mins + 5 mins Q&A)
1:30pm	Fay story and diversity update Fay to provide overview of strategy, targets and progress to date.	Fay Healey (Fay to introduce Neil)
1:45pm	Neil Introduction: Personal perspective on diversity and why it is important for the Post Office. (Neil to show short video)	Neil Hayward (Fay to thanks Neil & introduce Yvonne)
2:00pm (20mins presentation and 10 mins Q&A)	<p>My story...Building business based on understanding diverse customer needs Overview of how Yvonne built her entrepreneurial career including:</p> <ul style="list-style-type: none"> <li>• Being awarded a CBE in 2003 for her services to women, small business and minorities</li> <li>• Founder and President of the European Federation of Black Women Business Owners</li> <li>• Founder and also a director of the UK's only legally black owned radio station Choice FM.</li> <li>• Being described as Britain's first self-made woman millionaire (The Independent, 2007)</li> <li>• Chairing many governmental committees, including the DTI(now BIS) Ethnic Minority Business Forum</li> </ul> <p>Yvonne will provide some insights into how you can capitalise on diverse customer needs to build business, including her perspective on how her local branch in Brixton could be more relevant to its customer base.</p>	<p>Dr. Yvonne Thompson CBE</p> <p>Fay to thank and invite some Q&amp;A</p>
2:30pm	<p>Break</p> <ul style="list-style-type: none"> <li>- Suzanne, Kendra to put on mic's (Suzanne to take off afterwards and give to Anne-Marie)</li> <li>- Rachel, Katherine and focus group members to use handhelds</li> </ul>	

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**From:** Paula Vennells  
**Sent:** 15 July 2014 20:28  
**To:** Martin Edwards  
**Cc:** Belinda Crowe; Avene O'Farrell; Sarah Paddison  
**Subject:** Re: Draft email from James Arbuthnot to MPs

Thanks - can you show me the agenda so I know what I shall miss - there are one or two bits I must be there for. P

Sent from my iPad

On 15 Jul 2014, at 16:45, "Martin Edwards" <[REDACTED]> wrote:

I had a robust but cordial call with Janet about the note to MPs. She claimed that a number of cases were still coming through to MPs (but couldn't put a figure on this when I asked). She said that James had drafted that last paragraph himself but she would relay our points to him (hence my follow-up email below to seek to reinforce the changes).

She said that James was still keen to talk to you Paula (this was even before I got onto our drafting changes). She said next week is no good because it's recess and they want to get the email out asap, so she suggested this Thursday between 1.30 and 2.30 (preferably at 2). I explained that you were at an important diversity event but she said James had no other availability. Looking at the WIL agenda you probably could slip out for a bit during these times, so let us know what you think so we can confirm with Janet.

Thanks,  
Martin

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**From:** WALKER, Janet <[REDACTED]>  
**Sent:** 15 July 2014 16:38  
**To:** Martin Edwards  
**Subject:** RE: Draft email from James Arbuthnot to MPs

Thanks Martin,

I'll run this past James.

Please let me know about Thursday as soon as you can – with thanks.

Kind regards  
Janet

Janet Walker  
Office of the Rt Hon James Arbuthnot  
MP for North East Hampshire  
House of Commons  
London SW1A 0AA

**GRO**

[www.jamesarbuthnot.com](http://www.jamesarbuthnot.com)

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**From:** Martin Edwards [GRO]  
**Sent:** 15 July 2014 16:36  
**To:** WALKER, Janet  
**Subject:** RE: Draft email from James Arbuthnot to MPs

Dear Janet

Thank you very much for the call just now and apologies again that Paula wasn't available today to speak with James directly. We will get back to you as soon as possible about Thursday afternoon.

In the meantime, I have made our proposed amendment to the wording of the note to MPs in your email below. As explained, our concern was that the language exaggerated the number of cases which have come through. While it is certainly a significant number and we are taking those cases seriously, it is important that the number is put in perspective to avoid unfairly undermining the confidence of sub-postmasters and customers in the system. We were also concerned about the impression created by the wording at the end of this sentence – while it is certainly true that some of the stories from subpostmasters are “harrowing”, these are complex cases with multiple factors at play, whereas the language at the end of the sentence rather leads the reader to assume that the difficulties faced by these individuals must be the direct result of the actions of the Post Office. The point of the Scheme is to consider these cases objectively on a case by case basis.

Many thanks again for the opportunity to discuss the note, and please feel free to call me back if you have any further questions or comments.

Kind regards,  
Martin

Martin Edwards | Chief of Staff to the Chief Executive

<image001.png>

**GRO**

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[@postofficenews](mailto:@postofficenews)

<image002.png>

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**From:** ARBUTHNOT, James [GRO]  
**Sent:** 15 July 2014 11:59  
**To:** Sarah Paddison  
**Cc:** WALKER, Janet  
**Subject:** Draft email from James Arbuthnot to MPs

Dear Sarah

Thank you for the brief chat just now. I can confirm that James would like to talk to Paula this afternoon, and will call her mobile at 3.45pm.

One of the matters he wants to touch on is the email he is sending out to MPs, a draft of which is below. Paula saw an earlier draft and commented upon it. The email will go with the Annex Paula sent last week. C

Could you please pass this on to her for her thoughts?

Many thanks  
Janet

[Draft email to MPs]  
Dear Colleague

I had hoped that we might schedule a meeting before summer during which the Post Office might offer us an update on how the mediation scheme is progressing. To this end I have been in correspondence with Paula Vennells, the Chief Executive, to see what might be arranged.

It appears that not a great deal can be added to what was said in our last meeting. The mediation scheme is progressing, but at a slower pace than any of us would have liked. Rather than hold a meeting just before Recess that will not reveal more than we already know, I would rather wait until autumn, but I do want to get a date in the diary for a meeting then.

I attach a note that Paula has sent which sets out the progress made since our last meeting. She has reiterated to me that the integrity of the mediation scheme requires that confidentiality of cases be respected. In her letter to me she has also said that individual case details may not be shared with us at any point, including at the end of the Scheme.

I would like to believe that at the end of the Scheme we will be presented with a report which shows why and how we got to the stage where a significant number of individuals have come forward with concerns. I do believe that the mediation scheme has a good chance of righting things, but we shall all need clarity as to what happened and why, and how it is being put right.

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