

Message

From: Avene O'Farrell [GRO]
on behalf of Avene O'Farrell [GRO]
Sent: 30/01/2015 15:01:15
To: Paula Vennells [GRO]
Subject: FW: Mediation Scheme

Hi Paula, when would you prefer to speak to Al about suspense accounts? He can do a call after 6:30pm on Monday or from 7:15am onwards on Tuesday.



Avene O' Farrell
Executive Assistant
to the Chief Executive, Paula Vennells

Level 5
148 Old Street
London, EC1V 9HQ

[GRO]

From: Alisdair Cameron
Sent: 30 January 2015 12:09
To: Paula Vennells
Cc: Ruth Phillips; Avene O'Farrell
Subject: RE: Mediation Scheme

I couldn't agree more.

We'll talk to Avene and put in a slot for a call or a meeting early Tuesday as suits your diary – I am completely flexible.

Al

From: Paula Vennells
Sent: 30 January 2015 12:07
To: Alisdair Cameron
Subject: Re: Mediation Scheme

Yes absolutely.

I think but am open to discuss the wider issue, that we need to change the lead away from a legal mindset. Unless Jane turns out to be a more balanced thinker. Tom will be better going forwards (Belinda is leaving as I think you know).

We do need to talk before Tuesday on the suspense account question, it is likely to come up if Qs are planted.

Thx Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [GRO]

Paula.vennells

GRO

Sent from my iPad

On 30 Jan 2015, at 11:28, Alisdair Cameron <GRO> wrote:

Will do, we are in the middle of prep – great shame I can't be with you today. I'll drop you and Angela a note on Monday evening. Let me know if you need to speak to me then or early Tuesday. My general policy is to be helpfully non-committal, as the new boy, so I don't make things any harder for you on Tuesday either by inadvertently setting hares running or by appearing to stall.

Going through this has been helpful to me in understanding how we are working. I do have some thoughts and while I wouldn't want to distract you with them before Tuesday we should have a conversation thereafter?

Al

From: Paula Vennells

Sent: 29 January 2015 19:44

To: Alisdair Cameron

Cc: Avene O'Farrell; Patrick Bourke; Tom Wechsler; Mark R Davies; Jane Hill; Angela Van-Den-Bogerd; Chris Aujard; Gavin Lambert

Subject: Re: Mediation Scheme

Hi all, Avene is going to reply as I'm now out of the office for the next two days. So Monday is impossible anyway, I have a longstanding personal engagement and am on leave.

Happy to meet SS of course. Suggest we decide when is good and also provide an agenda/topics to be discussed.

Al, pls let me know how your meeting goes.

Thx Paula

Sent from my iPhone

On 29 Jan 2015, at 18:18, Alisdair Cameron <GRO> wrote:

My feelings are

1) we have to listen

2) in replying we should say that we are keen to see any evidence they have to support these concerns and hope they will be rigorous in distinguishing between where they do and don't have it

There is then the question of Monday. My feeling is that meeting Monday may let them feel they can be more explicit on Tuesday. Either route can backfire but I would be tempted to offer dates later in the week.

Al

Sent from my iPhone

On 29 Jan 2015, at 18:09, Avene O'Farrell <GRO> wrote:

Dear all,

Please see below email from Ron at Second Sight, which Paula has yet to see. Any views on how we respond would be helpful.

Many thanks,

Avene

Avene O'Farrell I Executive Assistant to Paula Vennells, Chief Executive
<image001.png>

148 Old Street, London, EC1V 9HQ

GRO Postline: **GRO**

avene.ofarrell@postoffice.co.uk **GRO**

postoffice.co.uk

@postofficenews

<image002.png>

From: Ron Warmington **GRO**

Sent: 29 January 2015 18:00

To: Paula Vennells

Cc: 'Ian Henderson'; cwhd **GRO**

Subject: Mediation Scheme

Paula,

Thank you for your email of 28 January. We appreciate your confirmation that direct lines of communication between us remain open.

We are about two thirds of the way through writing our Case Review Reports. In carrying out the in-depth case investigations, both Post Office and Second Sight have learned a great deal about the way that Post Office and its Subpostmasters have interacted and how the system has been operating.

Insofar as the Mediation process is concerned, we have noted the increasing influence of your legal team, including its impact on the wording of Post Office's Investigation Reports (POIRs) and on answers to associated questions.

Whilst we have always said that the time to draw and communicate conclusions will arrive only when we have finished our examination of the last POIR, and we have not yet quite reached that point, we would indeed like to take up your invitation to provide you with our comments and thoughts on the work that we have done so far. Possible points for discussion include:

- whether the Horizon system suffered from systemic flaws and whether it was sufficiently error-repellent;
- the failure to properly investigate cases that were subsequently prosecuted;
- whether there have been any miscarriages of justice;
- concern about the operation of Post Office's Suspense Account and the possibility that Post Office may have benefitted from amounts charged to Subpostmasters;
- why matters seem to have worsened, for some Subpostmasters, after 2009 and 2010;
- why certain products and services seem to have been the main cause of problems for Subpostmasters;
- whether the training provided to Subpostmasters, both initially, and on

migration to Horizon and then to HOL, was adequate;

- why some Subpostmasters got in such a muddle and felt that they then had no option other than to falsify their branch's books; and
- the consequences of Subpostmasters 'inheriting' staff where Post Office had information relating to possible poor performance or misconduct.

Ian and I will be at Old Street at 2:00 pm on Monday 2 February for a meeting with your new Finance Director in regard to Post Office's Suspense Account so perhaps you would like us to meet you that afternoon and discuss these matters?

With kind regards,

Ron.

Ron Warmington CFE, FCA

Managing Director

Second Sight Support Services Ltd

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GL54 1HR

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From: Avene O'Farrell [GRO] On
Behalf Of Paula Vennells
Sent: Wednesday, January 28, 2015 4:04 PM
To: rjw [GRO]
Subject: Mediation Scheme

Dear Ron,

I hope you are well. I thought I would drop you a line as we are as we have come to the end of our investigations here and ahead of the Select Committee next week. Whilst I see no particular reason for us to speak, I just wanted to reiterate that lines of communication are open, should you need to speak to me.

Best wishes,

Paula

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