

To: Gareth John[Gareth.John@ofgem.gov.uk]
From: Teri Clifton
Sent: 2016-11-09T15:22:03Z
Importance: Normal
Subject: RE: Draft email for Gareth (?) to send round to staff following cascade? [OFFICIAL Internal Only]
Received: 2016-11-09T15:22:05Z

Nothing so far – Mr soundbite on now

From: Gareth John
Sent: 09 November 2016 15:21
To: Teri Clifton; Jane Pierce; Edmund Ward
Subject: RE: Draft email for Gareth (?) to send round to staff following cascade? [OFFICIAL Internal Only]

Yes – any mention of us in first hour?

Looks like my ipad froze so not sure how much first hour recorded.

I joined and seems to be something raised in Oct 2013 as either concern on cost controls or whistleblower unless it was linked to post consultation next steps?

From: Teri Clifton
Sent: 09 November 2016 15:16
To: Gareth John; Jane Pierce; Edmund Ward
Subject: RE: Draft email for Gareth (?) to send round to staff following cascade? [OFFICIAL Internal Only]

It's been very interesting- I sent you a link about bytel as it turns out they had some major issues back in 2003 with lack of governance and controls..there was also a minister who met with the now 1st minister to discuss concerns...just talking about it now

From: Gareth John
Sent: 09 November 2016 15:14
To: Jane Pierce; Teri Clifton; Edmund Ward
Subject: RE: Draft email for Gareth (?) to send round to staff following cascade? [OFFICIAL Internal Only]

Ok I'll send it

I should include Ashley I guess as per below?....

What was the 1st hour like of PAC – I have been on a TOM call

From: Jane Pierce
Sent: 09 November 2016 15:04
To: Teri Clifton; Gareth John; Edmund Ward
Subject: Draft email for Gareth (?) to send round to staff following cascade?

We need to share the slides. The only question I had in London was from Jack who asked how it affected heat team transition (he missed the start) – no questions and silence all round. People looked fairly concerned I think it's fair to see – we can discuss in the heat leadership team meeting.

A draft email –which could go round from Gareth is below (Teri and/or I could possibly also send?) It would be good to get them round today.

Thanks.

Jane

As discussed at this morning's cascades, please see the attached short slide pack.

We hope you are finding the new single heat cascades useful, do let us know what you think of them and any ways in which they can be improved.

The Heat Leadership Team has been meeting regularly, identifying synergies and opportunities for closer or joint working The HLT has also been looking at governance arrangements, and we now have a single heat board covering both schemes along with a single HIP. This will be an important part of our successful transition to a single heat team. As you know, HLT are working together to consider the activities and functions that will support the work on a single heat team ahead of a wider dialogue with the whole team and resulting in a plan for our transition.

Within the heat scheme, we're keen to give everyone the opportunity to meet colleagues, understand what others do and find out how they work. Building on the successful first single 'combined' heat team meeting in London in October, we're still looking at how we can get everyone (from both London and Glasgow) together over the next couple of months, and there'll be an update on this soon.

Our transition to a single heat team is taking in pace in parallel with the wider work to look at E-Serve's structure and Target Operating Model. Now that we have identified these broad areas, the next steps will be to drill down into each of the activities within these areas to validate the opportunities and better understand the potential impact on processes, systems, skills and teams.

We will keep you updated - please come and talk to me, Jane, Teri, Ashley or Edmund if you have any questions or concerns.

Progress on the TOM work and next steps are discussed and agreed at E-Serve leadership team and Ofgem input will sign off any approach from a heat perspective (this is the design authority review points)

Jane Pierce

Head of Policy and Communications
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To: Gareth John[Gareth.John@ofgem.gov.uk]; Edmund Ward[Edmund.Ward@ofgem.gov.uk]; Jane
Pierce[Jane.Pierce@ofgem.gov.uk]
From: Teri Clifton
Sent: 2016-11-09T15:42:10Z
Importance: Normal
Subject: RE: Draft email for Gareth (?) to send round to staff following cascade? [OFFICIAL Internal Only]
Received: 2016-11-09T15:42:12Z

Genuine credit to Ofgem for raising it in 2014. Reply was there's more to come on Ofgem!

From: Gareth John
Sent: 09 November 2016 15:29
To: Edmund Ward; Teri Clifton; Jane Pierce
Subject: RE: Draft email for Gareth (?) to send round to staff following cascade? [OFFICIAL Internal Only]

Ok ta can we 'socialise' our key notes / watching from the session later / in the morning so we can send to chris

From: Edmund Ward
Sent: 09 November 2016 15:27
To: Teri Clifton; Gareth John; Jane Pierce
Subject: RE: Draft email for Gareth (?) to send round to staff following cascade? [OFFICIAL Internal Only]

It's the whistleblower Arlene Foster mentioned in her previous online interview – agree we have never been aware through our engagement with the Department on this – from one answer there was no specific information in the referral to the Department – but in any event the whistleblower was not believed so no action was taken.

Relatively few mentions of Ofgem so far...

From: Teri Clifton
Sent: 09 November 2016 15:23
To: Gareth John; Jane Pierce; Edmund Ward
Subject: RE: Draft email for Gareth (?) to send round to staff following cascade? [OFFICIAL Internal Only]

No the one they were fishing for that we didn't know about

From: Gareth John
Sent: 09 November 2016 15:23
To: Teri Clifton; Jane Pierce; Edmund Ward
Subject: RE: Draft email for Gareth (?) to send round to staff following cascade? [OFFICIAL Internal Only]

You mean the one we only heard about in early 2016?

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It's the whistleblower who came back 3 times

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Annotated by RHI Inquiry

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