

Message

From: Clifford, Frank (TRADE) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=33FECE6AD48A4DB5B5535609178A0E09-FRANK.CLIFF]
Sent: 01/05/2020 8:43:37 AM
To: Perry, Fred (Trade) [fred.perry@trade.gov.uk]
CC: [REDACTED] NR [REDACTED]@trade.gov.uk
Subject: PPE - System broken
Attachments: FW_ DIT Medical Supplies Daily Report.msg

Hi Fred,

We are approaching a Rubicon moment, perhaps we have even crossed it already. The PPE team is adding **no** value but at the same time are under increasing pressure.

- They have been asked today to stop forwarding items to DHSC escalation as they are not on the Mendix system and thus times are not being processed by that team.
- Additionally, the frustration is growing at post as to the lack of progress on items that have been identified on numerous occasions but no action being taken. We even have the ludicrous situation of a manufacture being identified some time ago, sending information into the .gov system and now being asked to undertake due diligence on a middle man who is offering items from that company.
- Finally, we have the country focus teams being stood up, my understanding limited as it may be, each one headed by a G6 plus 2 or 3 additional members. All gathering information and feeding into a system that we cannot: Progress, update, track or indeed escalate.
- We have a commercial team that are keen to be driving activity forward but it all comes back to a small Ops team who currently have no way of actioning or landing the 'offers'.

I attach correspondence from Chris Heffer in S Asia which highlights some of the issues felt in post.

We need to come up with a clear way forward or - we stand the PPE team down in its current guise and start again with a different direction and much clearer direction of travel.

Frank

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