

1.

C.S.

Commission charged to customers of 5 and 10%. Postmaster now wants to abolish this immediately as he thinks it is harmful and no longer serves its purpose. It was originally introduced by me somewhere around 1967 so that we could deal with philatelic orders outside the normal Post Office work; the commission went to the person dealing with philatelic orders.

2. Mrs Tannock in her report at 4.2.1 recommends the abolition of the charge and the possible substitution of a fixed handling charge of 25p. The Postmaster at 5. of (35) seeks an urgent decision on the matter.

3. I suggest we - CS FS PM and myself - discuss the matter a/c.

D.M. 20.8.80

2.

D.C.S. We have spoken on several occasions about 1 & I hope you paper on this matter will be one of those we are able to deal with at the coming abbreviated session of Exco.

F.B. 15/12

3

D.C.S.

You will wish to see these pps. pl.

18.5.81

4.

~~D.C.S.~~,
S.P.T.,

Folio 44 please. H.E. was rather puzzled to receive a reminder about this from Mary Rosser as the original letter was not to be found either in G.H. or the Secretariat. However we have now obtained the copy at folio 44 from ODA and a response is somewhat overdue.

2. I can provide answers of a sort to all the questions at 3a onwards but there are inevitably some gaps in my knowledge, especially as to any developments which may have occurred during my leave (Nov. 80-Feb. 81) and which I may not yet have caught up with.

3. As D.C.S. is completely new to this scene and it would thus be unfair to ask him to comment at this stage I would be grateful for a note of any points you would wish to make in the reply please. Sorry to inflict this on you just now but it is a rather important matter which, due to the original letter going astray, needs to be dealt with as soon as possible.

CS
C.S.
18-5-81

5.

C.S.,

Some notes opposite in connection with (44). It is difficult to talk about implementation of the Tannock Report without going into great detail on each recommendation - many of which standing on their own are quite trivial. I have used the Report to obtain funds from SFC to remove the two main constraints to development of the Bureau - shortage of staff and accommodation and to some extent in the short term we have alleviated both.

I stand ready to discuss with you if you feel such discussion could be useful

CS
SPT 18.5.81

6.

Reg. Re. B/4 in one week *CS 22/5*

DCS

I think we should accept
immediately, don't you?
JB 5/2

CS (15)

**ACTION
COPY**

V

214 GOVERNOR FK
PRINTERGRAMS

ZCZC GH009 ATSO48 LHD089 XLH380 TX263907
FKLX HL GBLH 097
LONDONLH 97/92 4 1012 PAGE1/50

LTF
GOVERNOR
FALKLANDISLANDS

MODEV209 YRMODEV128 PHILATELIC BUREAU. POST OFFICE HAVE
NOMINATED MRS MEIRWEN TANNOCK BORN 8JULY1941 WHO HAS BA
FROM STRATHCLYDE UNIVERSITY AND ASSOCIATESHIP WITH INSTITUTE OF
PERSONNEL MANAGEMENT. SHE JOINED POST OFFICE HEADQUARTERS IN
SCOTLAND IN 1969 AND HAD MANY YEARS EXPERIENCE OF FINANCIAL
MANAGEMENT PRIOR TO JOINING PHILATELIC

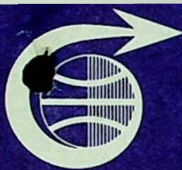
COL MODEV209 YRMODEV128 8JULY1941 1969

XLH380 TX263907 GOVERNOR PAGE2/42

BUREAU IN AUGUST 1978. FULL DETAILS FOLLOW BY AIRMAIL.
2. SHE HAS DISCUSSED ASSIGNMENT AT LENGTH BY TELEPHONE WITH LUXTON
WHO IS REPORTED TO CONSIDER HER ACCEPTABLE. SHE WOULD BE AVAILABLE
TO TRAVEL FROM END OCTOBER. 3. GRATEFUL TELEGRAPH ACCEPTANCE
SOONEST

MINISTRANTLONDONSW1

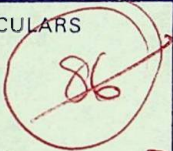

COL 1978. 2. 3. MINISTRANTLONDONSW1



CABLE AND WIRELESS

CABLE AND WIRELESS LIMITED

INCORPORATED IN ENGLAND

CHARGE	NUMBER	DESTINATION	PT	ORIGIN	WORDS	FORWARDED PARTICULARS	5/47
OFFICE STAMP AND DATE		NO. OF WORDS		DATE	TIME	 	2
				5.10.79			
		INSTRUCTIONS					
							VIA CW

NOTICE: In the absence of any indication to the contrary it will be assumed that this telegram is to be charged at full rate and treated accordingly

PLEASE WRITE THE NAME AND ADDRESS IN CAPITAL LETTERS

CLASS

LTF MINISTRANT LONDON

AND

ADDRESS

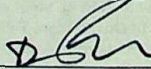
MODEV NO.215 YRTEL MODEV 209 MRS TANNOCK ACCEPTABLE PLEASE

PROCEED WITH APPOINTMENT.

CHIEFSEC

I REQUEST THAT THE ABOVE TELEGRAM BE FORWARDED SUBJECT TO THE CONDITIONS PRINTED ON THE BACK OF THIS FORM BY WHICH I AGREE TO BE BOUND.

SIGNATURE AND ADDRESS OF SENDER



TELEPHONE

NOT TO BE TELEGRAPHED



MEMBER OF THE CABLE AND WIRELESS WORLDWIDE COMMUNICATIONS GROUP

P.T.O.

Postal Headquarters
British Postal Consultancy Service



Mechanisation and
Building Department

Headquarters Building
St Martins le Grand
LONDON
EC1A 1HQ

Telegrams POSTMECH
LONDON ECI

Telex 888746 (POPHQLDN)

Telephone 01 432 4365

Giro a/c 501 0101

Our reference

Your reference
OMD 333/56/01

Date 28 September 1979

C R V Farran Esq
Overseas Development Administration
Eland House
Stag Place
LONDON
SW1E 5DH



Dear Mr Farran

FALKLAND ISLANDS: PHILATELIC BUREAU

Your letter dated 22 August 1979 refers.

Since our recent telephone conversation I am pleased to be able to inform you that the Philatelic Bureau has now made available a person with even better qualifications to undertake the assignment in the Falkland Islands than Mr W Crowe. Her C.V is attached, apart from Mrs Tannock's considerable experience in philatelic work she is widely travelled and in fact has friends who have lived in the Falkland Islands. This together with the fact that she is known to be a very self reliant lady (she is in fact the daughter of the past Chairman of the Scottish Postal Board) leads me to have no hesitation in asking you to recommend her to the Falkland Island Authorities.

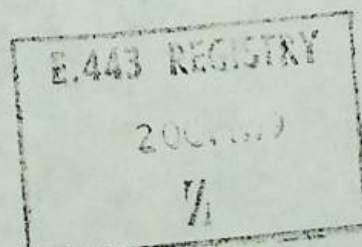
Mrs Tannock has had a lengthy telephone conversation with the Falkland Islands Postmaster Mr Luxton; in a subsequent phone call I had with Mr Luxton he told me that he is returning to the Falkland Islands on 1 October and that he would be pleased to have Mrs Tannock undertake the assignment, in fact he has undertaken to send Mrs Tannock some background statistics on his return.

Mrs Tannock would be available to travel to the Falkland Islands from the end of October 1979. In order that the necessary travel arrangements can be made I would appreciate you confirming that this would be acceptable at your earliest convenience.

Yours sincerely

R D Smart

R D SMART



CONSULTANT: Mrs Meirwen M Tannock BA AIPM

Date of Birth: 8.7.41

Mrs Tannock graduated from Strathclyde University in Sociology and Economics in 1967. This was followed by a post-graduate course in Personnel Management leading to an associateship with the institute of Personnel Management.

Mrs Tannock joined the Post Office in September 1969 as an EO in Postal Headquarters, Scotland. The first five years were spent dealing with finance and costings. Her experience covers collation and analysis of statistics, preparation of circulars, analysis and preparation of average rates, Head Post Office and Regional Accounts, the Philatelic Bureau Trading Account, procedure and analysis of capital costings, budgetary control. Mrs Tannock was temporarily promoted in this section for 1½ years.

Following a further 2½ years in accounts and Audit section, Mrs Tannock was substantively promoted to Edinburgh Head Post Office in June 1977. Her experience here covers quality of service and supervision of the Head Office Counter until August 1978 when she was transferred to the Philatelic Bureau.

Since then she has covered a wide range of Bureau functions, analysis of statistics, setting up of records, preparation of reports, supervision of up to 75 staff, preparation for a new computer replacement system, and has extended information gained during the years in which she was responsible for the Trading Account.

~~88~~
4

Chief Secretary

Acting Postmaster

Philatelic Adviser

--- I attach the c.v. of Mrs. Tannock.

It will be necessary to start preparing for her visit by collecting as much information as possible about sales figures. Have you up to date sales figures for issues since say 1967 when we started moving towards greater awareness of the revenue to be gained from judicious issues of stamps? Sales figures of South Georgia and BAT stamps should also be collated.

Sales figures of FDCs and stamp booklets should also be prepared showing local as well as Crown Agents sales.

In other words, anything that can be done to provide Mrs. Tannock with information, should be commenced now, so that the best possible use is made of her time in the Falklands.

fa *Rth*
CHIEF SECRETARY

UW

DCS on file copy

P+T/4/3

~~SP~~

He has seen 5

FIFO 004/16

RR ODA

GR 50

UNCLASSIFIED

FM PORT STANLEY 161405Z OCT 79

TO ROUTINE ODA

TELEGRAM NUMBER MODEV 219 OF 16 OCTOBER

MY TELNO MODEV 215

PHILATELIC ADVISER

1. CONSIDER IT ADVISABLE THAT MRS TANNOCK SHOULD VISIT MISS NORA FARRELL OF HONG KONG AND GENERAL DEPARTMENT AND THEN CROWN AGENTS STAMP BUREAU BEFORE SHE DEPARTS IF AT ALL CONVENIENT AND TIME PERMITS. GRATEFUL YOU ARRANGE.

PARKER

NNNN

SENT AT 161507Z DJM QRU

RECD AT 161507Z JM

ACTION
COPY

CAN YU PSE TRY LONDON 888746 AGEN
MOM PSE
888746 POPHQ G DF GATKU
214 GOVERNOR FK

DCS on file 007

CS
~~90~~
6

TO: P O H Q G
FM: DEPUTY CHIEF SECRETARY, FALKLAND ISLANDS

**ACTION
COPY**

17 OCTOBER 1979

FOR MRS DAVIS POSTAL HEADQUARTERS LONDON

1. PLEASE ADVISE MRS TANNOCK THAT I HAVE BOOKED LOCALLY DIRECT FLIGHT BUENOS AIRES TO FALKLANDS VIA COMODORO RIVADAVIA FOR WEDNESDAY 31 OCTOBER.
2. FLIGHT LD306 DEPARTS AEROPARQUE AIRPORT BUENOS AIRES 0730 31ST (CHECK IN 0630) AND SAME PLANE BUT FLIGHT LD350 FROM COMODORO RIVADAVIA FLIES TO FALKLANDS. THIS AVOIDS COMPLICATION OF TUESDAY OVERNIGHT STAY IN COMODORO RIVADAVIA.
3. COST OF FLIGHT BUENOS AIRES/COMODORO RIVADAVIA IS POUNDS STERLING 56.26 COMODORO RIVADAVIA/FALKLANDS POUNDS STERLING 35.06. THESE AMOUNTS MAY BE PAID ON INTERNATIONAL TICKET.
4. IS HOULDER BROS AGENT PROVIDING MEET AND ASSIST SERVICES IN BUENOS AIRES? ADVISABLE HAVE THIS ARRANGED.

MORRISON

NNNN

SENT AT 171931Z DJM
214 GOVERNOR FK
888746 POPHQ G

91
7

HOULDERS BUENOS AIRES

PLEASE MEET AND ASSIST MRS MEIRLEN TANNOCK ARRIVING BA
AR 131 TUESDAY 30 OCTOBER 0900 AND ACCOMMODATE HOTEL
DIPLOMAT. IF NECESSARY PLEASE ASSIST HER COLLECT HER TICKET
FROM LADE PERU 714 AND ASSIST DEPARTURE FLIGHT LD306
WEDNESDAY 31 OCTOBER
CHIEFSEC

92
8

PET/4/3

18 October

79

Houlder Bros
Buenos Aires

Dear Sir,

MRS MEIRWEN TANNOCK

Mrs Tannock is due to arrive in Buenos Aires on ARL31 on Tuesday, 30th October, and I attach a copy of my telegram asking you to meet and assist her as necessary and accommodate her in the Hotel Diplomat.

As Mrs Tannock had difficulty in booking right through on the direct flight LD306 and 350 on 31 October, I have made the bookings in Stanley and will pay for them as soon as I get the account.

The local LADE Office tell me that Mrs Tannock must collect her ticket herself instead of what seemed a better arrangement of you collecting it and holding it for Mrs Tannock. Anyway, please help her get her ticket and see that nothing goes wrong and that she travels as planned. Mrs Tannock is coming here on a short-term assignment and cannot afford to have her stay in Stanley reduced by any difficulties in BA.

Mrs Tannock has asked for an hotel fairly close to Aeroparque so I have decided on the "Diplomat" rather than the "City".

If by any chance you run into difficulties please phone me (telephone Stanley 28).

Expenses may be charged to us for assistance with Mrs Tannock.

Yours faithfully,

D R Morrison
for CHIEF SECRETARY

JB

EXTRACT FROM MINUTES OF STAMP CO-ORDINATING COMMITTEE MEETING HELD

TUESDAY 9TH OCTOBER 1979

(93)
9

1.13 Philatelic Adviser

P&T/4/3

It was noted that the Philatelic Adviser was expected to arrive here at the end of October and that she should meet the committee.

94

10

MRS TANNOCK

- Philatelic Bureau displays of stamps, covers.
- Sales in South America
- See Financial Secretary about Notes and Coins
- See Pepper Report
- See Shackleton Report
- FCO memo on stamp policy
- Presentation Packs
- Booklets
- Aerogrammes
- Fox Bay Post Office
- Meet Stamp Committee
- Definitive Stamp Booklets - see 15 in P&T/2/130 following
Crown Agents (51)

- Crown Agents Philatelic Bureau Course
- Stamp Bureau Commission
- Folio (73) para 6 File P&T/4/3
- Local preparation of FDCs
- P&T/1/1: see folio 24
50
52
34 (Letter from T Miller)



98
26 OCT 1979
FALKLAND ISLANDS LTD

ZCZC GRA918 D262
BAIRES TLX 971 38/37 26 1525

CHIEF SECRETARY
PUERTOSTANLEY/I MALVINAS

REF MRS M TANNOCK TICKET OBTAINED FROM LADE AND FLIGHTS LD
306/350 BUENOS AIRES COMODORO STANLEY CONFIRMED FOR
WEDNESDAY 31ST OCTOBER STOP WILL MEET ON ARRIVAL BAIRES
AND ASSIST DEPARTURE WEDNESDAY REGARDS
IAN STOCKS HOULDERS

COL FLIGHTS LD 306/350 31

CHIEF SECRETARY
29 OCT 1979
FALKLAND ISLANDS

MRS TANNOCK

Philatelic Bureau displays of stamps, covers.

Sales in South America

✓ See Financial Secretary about Notes and Coins

✓ See Pepper Report

See Shackleton Report

✓ FCC memo on stamp policy

—Presentation Packs

✓ Booklets

✓ Aerogrammes

Fox Bay Post Office

✓ Meet Stamp Committee

Definitive Stamp Booklets - see 15 in P&T/2/134 following
Crown Agents (51)

✓ Crown Agents Philatelic Bureau Course

✓ Stamp Bureau Commission

✓ Folio (73) para 6 File P&T/4/3

Local preparation of FDCs

P&T/1/1: see folio 24

50

52

34 (Letter from T Miller)

*Goose Green sub post office when Dawson
road is finished*



Overseas Development Administration
Eland House Stag Place London SW1E 5DH

Telephone 01-213: 4574
or Switchboard 01-213: 3000



96
13

British Postal Consultancy Services
Postal HQ
St Martins Le Grand
LONDON
EC1A 1HQ
For the Attention of Mr R D Smart

Your reference RDS/BJG

Our reference OMD 472/56/01

Date 18 October 1979

Gentlemen

I am directed by the Minister of Overseas Development to refer to recent discussions and correspondence between the British Postal Consultancy Service (the Consultants) and the Overseas Development Administration (ODA) and to confirm that, in response to a request from the Government of the Falkland Islands under British technical cooperation arrangements the British Government wishes to engage the Consultants on the terms set out in this letter and its Annexes to undertake a feasibility study of the potential of the newly created Philatelic Bureau.

2. The Consultants terms of reference for this engagement are as set out in Annex 1.
3. In order to fulfil this engagement which shall be for a period of seven weeks with effect from 29 October 1979 you shall arrange for Mrs M M Tannock to visit the Falkland Islands for a period of up to four weeks.
4. Not later than 31 December 1979 you will submit to the Government of the Falkland Islands 10 copies of a report embodying the results of your investigations and containing your recommendations thereon. 6 copies will, at the same time be submitted to the ODA. A note on the presentation of reports is attached at Annex II.
5. In consideration of the performance by the Consultants of this engagement the British Government shall make the following payments to the Consultants -
 - a. in respect of the time, including supervision, support in the United Kingdom, cover for absence from Philatelic Bureau, and all other costs, overheads and expenses of whatsoever nature that the Consultants may incur, a fee of £5,950;
 - b. one economy return air fare London/Falkland Islands.
 - c. the cost of reasonable hotel and living expenses in the Falkland Islands.
 - d. the cost of producing the necessary copies of your

/report

report in accordance with paragraph 4. above.

e. miscellaneous incidental expenses.

6. The financial limit of the British Government's liability to the Consultants under this engagement shall not exceed a total sum of £9,000 (Nine thousand pounds) unless the amount of any such excess has first been agreed by the ODA in writing before the Consultants have taken any action which might result in the financial limit for this engagement being exceeded by such sum.

7. The sums due to the Consultants under paragraph 5. above shall, subject to the ODA being satisfied with the Consultants' performance, be made in sterling in London monthly in arrears on the receipt and approval by the ODA of the Consultants' statement of account which should be submitted in accordance with the enclosed note on submission of statements of account.

8. The Consultants should when it is reasonable to do so travel by a British Carrier.

9. I should be grateful if you could confirm in writing that you accept this offer of engagement on the terms and conditions set out in this letter and its Annexes and Appendices.

I am Gentlemen
Your obedient Servant

D. W. HUDSON

FALKLAND ISLANDS POSTAL SERVICE: CONSULTANCY

TERMS OF REFERENCE

To advise on:

- i. The promotional aspects of philately:
- ii. The terms of business:
- iii. The internal procedures and control:
- iv. The organisation necessary for distribution of publicity material (new issues, mailing lists, etc):
- v. Presentation packs, stamp booklets, etc:
- vi. Whether the philatelic bureau should also be a coin bureau:
- vii. Viability of self-financing bureau:
- viii. What charges should be made to BAT and South Georgia for handling their stamps:
- ix. Training of staff:
- x. All other aspects of setting up a Philatelic Bureau:
- xi. An assessment of the probable effect of the successful local bureau upon sales effected through the Crown Agents Stamp Bureau.

97

23rd November 1979

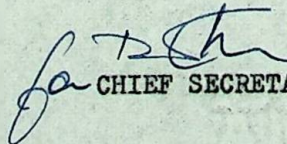
14

Chief Secretary

Acting Postmaster

Presentation to Mrs. Tannock

This authorises the write-off of one set of First Day Covers of the Colony Definitive issue and one First Day Cover of the U.P.U. issue for presentation to Mrs. Tannock, the G.P.O. Philatelic Consultant.


CHIEF SECRETARY

P-IT/LH/3

98

15

TELEX

To:- Houlder Brothers, Buenos Aires.

Telex No.:- 121691

No. 88

Please meet and assist Mrs. M. Tannock arriving Buenos Aires tonight
23rd flight AR643 ex Comodoro 2040 hours.

Please debit FIG account with expenses.

CHIEFSEC



PtT/4/3

(Handwritten initials in a red circle)

CABLE & WIRELESS LTD.
23 NOV 1979
FALKLAND ISLANDS

16

21691HOULD AR
212 CWBOOTH FK

NO. 88
PLEASE MEET AND ASSIST MRS. M. TANNOCK ARRIVING BUENOS AIRES
TONIGHT 23RD FLIGHT AR643 X COMODORO 2040 HOURS.

PLEASE DEBIT FIG ACCOUNT WITH EXPENSES.
CHIEFSEC

SENT 23 1554 BS

21691HOULD AR
212 CWBOOTH FK

CABLE & WIRELESS
KEEPS YOU IN TOUCH
CABLE & WIRELESS
KEEPS YOU IN TOUCH
CABLE & WIRELESS
KEEPS YOU IN TOUCH

CABLE & WIRELESS
KEEPS YOU IN TOUCH
CABLE & WIRELESS
KEEPS YOU IN TOUCH
CABLE & WIRELESS
KEEPS YOU IN TOUCH

99
17

6. Philatelic Consultant

P&T/4/3

The advantage was taken of the presence of Mrs. Tannock to enquire of various aspects of philately in the United Kingdom and how the GPO Philatelic Bureau operated. Mrs. Tannock also enquired about certain aspects of philately which affected her feasibility study. It was noted that Mrs. Tannock would be submitting a report to the Overseas Development Administration which would be forwarded to the F.I. Government for consideration. It was also noted that Mrs. Tannock was available in the Post Office if any member wished to discuss any subject with her.

SK



British Post Office Philatelic Bureau

PT/4/3

100
18

POST OFFICE

Lothian House
124 Lothian Road
EDINBURGH EH3 9BB

Telephone: 031-556 8661
Telex: 72492 PMKPH G
Giro a/c Number 110 0009

Manager: R E Bonar

Our Ref:

Mr. D. Morrison
Deputy Chief Secretary
Falkland Islands Secretariat
PORT STANLEY
Falkland Islands
South Atlantic Ocean



28 November 1979

Dear *Ding*

Now that I have arrived home I would like to thank you more formally for the help that you and your staff, especially Lewis Clifton gave me during my visit. I now have enough material here to write a book about your Philatelic Bureau let alone a report. I shall be completing this within the next two weeks and it should not be too long before it is with you. In any case I shall write to you separately once it is completed.

Thank you again for coming to the Airport to see me away. The journey to Comodoro passed quite quickly as I sat next to Richard Cockwell who was inclined to chat despite the fact he was under morphine. I did not stay long in Rio and as it was raining most of the time I did not go to Copacabana beach. Another time perhaps.

As you know I did go to see Winnie Luxton. Henry had been taken into hospital the day before so I would think that the end must be near. I would appreciate it if you would let me know what happens as I would like to write to Winnie but feel I cannot under the present circumstances.

Please give my love to Jean and tell her that the little penguin stood up to the strain of the long journey home.

Yours

Maurice M. Tannahill

101
19

17 December

79

Dear Meirwen,

There is a void in the Falklands and I don't know how to avoid the void - the only way is to get you back on some pretext or other so that you may grace Copacabana beach on the way home!

Thank you for all your kind words about everyone.

I would certainly like to hear from you when you have completed your report.

I am sorry to say that Henry Luxton didn't last long after you left. Seems to be a bit of a misunderstanding, though, Meirwen - Henry was never taken to Hospital. You left on the Friday, and I went to see Winnie on the following Tuesday after work; Winnie said he had taken a turn for the worse on the Monday night, that pneumonia had set in, and that he wasn't expected to live. As a matter of fact, Henry died about 9.30 pm Tuesday 27th November. A sad case and Winnie must have had a worrying time.

The "summer" is still proving elusive, with damp, cold weather prevailing.

Have a Guid New Year,

Kind regards,

D R Morrison

Postal Headquarters

MECHANISATION AND BUILDINGS DEPARTMENT
POSTAL CONSULTANCY SERVICE

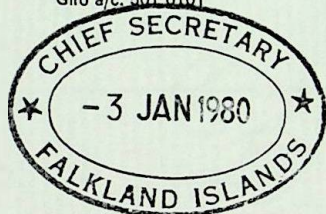


POST OFFICE

POSTAL HEADQUARTERS
ST MARTIN'S-LE-GRAND
LONDON
EC1A 1HQ

Telephone: 01-432 - 1572
Telegrams: POSTMECHLONDONEC1
Telex: 888 746 (PO PHQ LDN)
Giro a/c: 501 0101

Mr D R Morrison
Deputy Chief Secretary
The Secretariat
Port Stanley
FALKLAND ISLANDS
SOUTH ATLANTIC OCEAN



28 December 1979

Dear *D*

FALKLAND ISLANDS PHILATELIC BUREAU

I have pleasure in enclosing ten copies of my report in accordance with the Overseas Development Administration's contractual letter, reference OMD 472/56/01 dated 18 October 1979.

Six copies of the report have been sent to Mr D W Hudson of the Overseas Development Administration.

There are several points of information mentioned in the report about which I shall be writing to you in the New Year. If you have any questions about subjects mentioned in the report, please do not hesitate to write to me personally if you wish. My address is the British Post Office Philatelic Bureau, Lothian House, 124 Lothian Road, Edinburgh EH3 9BB Scotland.

Yours sincerely

MEIRWEN M TANNOCK

103
4

Ref: P&T/4/3

8 January 1980

Mrs M M Tannock
Postal Consultancy Service
Postal Headquarters
St Martin's-Le-Grand
London EC1A 1HQ

Dear

FAKELAND ISLANDS PHILATELIC BUREAU

This is just to thank you for sending us so speedily your report on our Philatelic Bureau.

I shall probably be writing about one or two points when we have had time to digest all the recommendations.

Thanks for the Christmas card.

D R Morrison
for CHIEF SECRETARY

11 January 1980

106
22

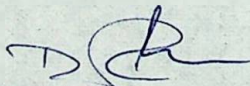
Chief Secretary

Ag Postmaster

PHILATELIC BUREAU REPORT

I attach a copy of the above report by Mrs Tannock for your perusal and comments.

2. The report has not been issued to Executive Councillors yet and, therefore, I must ask you to restrict the circulation of this to yourself and the Senior Clerk of the Bureau.



D R Morrison

for CHIEF SECRETARY

JB



BRITISH OVERSEAS TRADE BOARD
SPECIAL EXPORT SERVICES BRANCH
EXPORT SERVICES AND PROMOTIONS DIVISION
Department of Trade
Export House 50 Ludgate Hill London EC4M 7HU
Telex 886143 Answer back DTI Export LDN Telegrams Exserbra London
Telephone 01-248 5757 ext

105
23

The Chief Secretary
Stanley
Falkland Islands
South Atlantic

Your reference

Our reference GC/ODA

Date 9 January 1980

Dear Sir

REPORT ON THE FALKLAND ISLANDS PHILATELIC BUREAU DECEMBER 1979

I have received from ODM, a copy of a feasibility report on the above prepared by the British Postal Consultancy Service and submitted to Government of Falkland Islands Post Office.

The report was financed under United Kingdom Technical Assistance Arrangements which also provided, however, that it was for the confidential information of the recipient government. Nevertheless, the study is of interest to British firms as an indication of possible future development and it is to be hoped that the client would be willing to allow them to see it. Aiding suitable British consultants, contractors and equipment manufacturers in their forward planning in this way may be to the benefit of the client as well.

Would you please ascertain, therefore, whether the Falklands Government has any objection to this. We would expect to make papers available only under supervision and not allow copying. We could also make inspection of the report conditional on an undertaking by firms that they will not disclose the source of any information they acquire as a result.

I look forward to your early reply.

Yours faithfully

(Mrs) G P Crewdsan

Invisible Exports Section

GC/ODA

23rd January

80

Invisible Exports Section
British Overseas Trade Board
Department of Trade
Export House
50 Ludgate Hill
LONDON EC4M 7HU

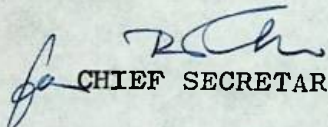
Dear Madam

REPORT ON THE FALKLAND ISLANDS PHILATELIC BUREAU
DECEMBER 1979

I write in reply to your letter of 9¹⁰⁵ January seeking permission for British firms to see the report under certain conditions.

2. There is no objection to British firms seeing the report, although it is unlikely that any business will result from this, due to the recommendations - which are mainly for internal implementation - not involving any major innovations requiring outside contractors other than possibly the Crown Agents who already act for us.

Yours faithfully


CHIEF SECRETARY

sh

Put on the Bu file pl

26/1/80

6 Mill Rise,
Mill Lane,
Bourton,
Dorset SP8 5DA.
15th. January, 1980.

107
25

Mrs. M.C. Rosser,
Latin America Department,
Overseas Development Administration,
London.

copy to H.T. Rowlands Esq., O.B.E., ✓
Financial Secretary,
Stanley.



I refer to your letter CLA 56/209/01 of the 4th. January with which you sent a copy of the report of the British ~~Consultancy~~ Postal Consultancy Service on the Philatelic Bureau in the Falklands. In commenting I have confined my remarks to what I regard as the more important matters of principle in the report and have generally not commented on the details of accounting and orders since I am not ~~xxx~~ really qualified to do so. All references are to numbers in the report.

2. 3.2.8 This states that the details in Appendix V/I show income from sales. This is not clear from the Appendix which seems to show the numbers sold and not the values. Perhaps I have misread it.

4.1.1-6 I agree generally with the recommendations.

4.1.7 The Post Office is not really very far from the main jetty and from what I have seen of the "elderly" tourist ship visitors they have no trouble in walking the distance. I doubt the value of setting up a mobile office on the jetty. The cost is relatively high and it would have to be very securely anchored down to prevent wind damage. I would have thought a cheaper and as effective an alternative would be to put up a clearly visible sign or signs showing where the Post Office is and indicating what can be bought there. The same could apply to the Cambio facilities at the Treasury.

4.2.1 I do not understand the following comments in this paragraph :- "The Bureau would be less likely to lose customers, as it has recently, particularly from the UK, where 15% VAT is charged on the items enclosed. In addition a 40p charge to cover the Post Office cost of presentation to Customs where VAT is charged." Surely the UK has no right to charge VAT on importations of overseas postage stamps by individuals or firms in the UK. Any such charge should surely only be levied if the items are subsequently sold by dealers.

4.2.2 I see no objection to a charge for FDCs but the amount of the charge is not mentioned.

4.3.9 Surely one of the Philatelic Clerks could be

the effective deputy. Manpower is too short in the Falklands to agree to this recommendation unless local philatelic sales were to increase markedly. If the suggestion later in this paragraph is that the Senior Clerk should have the same rank and salary as the Postmaster I completely disagree. The latter has very much more responsibility and he should continue to have overall control of the activities of the bureau.

4.3.10. A monthly stock check may be more than can be coped with. If this so then I suggest a 3 monthly check.

4.3.11 What does the sentence " In this time he has built up a small philatelic business with no deposit ~~accounts~~ accounts to the value of £120 and gross annual orders to the value of £3500" mean? Is £120 the estimated profit? I agree with the recommendations in the second paragraph.

4.4.1 I see no value in putting embassies on the address list except possibly the embassies in the Argentine and Brazil.

4.5.1 It is in my view important not to have too many issues in any one year and I consider four commemorative and one definitive to be one too many in any year.

4.5.4 I doubt the value of this proposal.

4.5.5 I remain one of those who do not consider miniature sheetlets to be postage stamps and I believe that, although some extra revenue may accrue for a time, in the long run they will tend to diminish the value of a country's normal stamp issues.

4.5.6 I do not think booklets should be used more than once a year at the most.

4.5.7 I see no reason to change the design of aerogrammes annually and recommend that this should only be done, if in fact it needs to be done as frequently, when values are changed.

4.5.9 Although aerogrammes may not produce much revenue they are an essential part of the post office service in the Falkland Islands.

4.6 I am not as yet convinced that there is a case for the bureau to sell coins or take over the Cambio facilities of the Treasury. Such a move could be more expensive. Mr. Robin Benbow, until recently Inspector of Banking in the Cayman Islands, is to visit the Falklands in February to give general advice on banking. He should be asked for his views.

4.7 I see no merit in making the bureau independent of the Post Office. Such a move is likely to increase costs.

3.

Recommendations for more staff ignore the acute manpower shortage and the remarks about the time spent by one of the philatelic clerks on other duties, sick leave etc. seem to me to be exaggerated.

4.9.1 and 2 I agree with these recommendations.

4.10.2 i UK stamps are not always the same size and different subjects need different sizes of stamps if they are to be effective.

4.10.5 If the proposal will be cost effective I see no objection but someone will have to be found at Goose Green to undertake the work.

3.
Rowlands.

I am sending a copy of this letter to Harold

Yours sincerely,

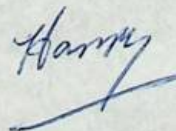


H.P. Ritchie.

Dear Harold.

I was frankly not particularly impressed with the report though some of the recommendations should produce more revenue. Unless you are proposing to introduce money changing at the jetty I see no point in the proposal that stamps should be sold there and a mobile office would not last long in your climate unless it was very firmly anchored down.

Yours,



110
26

Ref: P&T/4/3

28 February

80

Mrs M W Tannock
British Post Office Philatelic Bureau
Lothian House
124 Lothian Road,
Edinburgh EH3 9BB

Dear

Thank you for the information contained in your letter of 6 February which I have passed to the Post Office.

Your continued interest in our affairs is very much appreciated.

D R Morrison
for CHIEF SECRETARY

P&T/L/3

29 February 1980

④

27

Chief Secretary

Postmaster

PHILATELIC BUREAU

I pass to you for your retention a copy of a letter from Mrs Tannock, together with enclosures.

D R Morrison
for CHIEF SECRETARY

SS

112
28

British Philatelic Bureau



POST OFFICE

Lothian House
124 Lothian Road
EDINBURGH EH3 9BB

031-229-1836
~~031-556-8664~~
Telephone: 031-556-8664
Telex: 72492 PMKPH G
Giro a/c Number 110 0009

Manager: R E Bonar

Mr D R Morrison
Deputy Chief Secretary
The Secretariat
Port Stanley
Falkland Islands
South Atlantic Ocean



20 February 1980

Dear Doug,

Passed to PM 14/2/80

I enclose the information I promised on Kardex systems. Again it may be possible for you to purchase your requirements through Postal Headquarters.

I suggest you contact Keith Churchill at the following address if you require further information:

PORMS 2.1.1
Postal Headquarters
Armour House
St Martin's-le-Grand
LONDON
EC1A 1AR
Tel 01-432-3431

Ray and I have just returned from a week's ski-ing holiday in Italy - the sun shone, the skies were blue and there was no wind!

Yours sincerely

MEIRWEN M TANNOCK

113
209

Ref: P&T/4/3

4 March

80

Mrs M W Tannock
British Philatelic Bureau
Lothian House
124 Lothian Road
Edinburgh EH3 9BB

Dear

Your letter of 20 February brought the Kardex information for which I thank you.

Hope you are well.

Kind regards

D R Morrison
Deputy Chief Secretary

(115)
(30)

CONFIDENTIAL EXECUTIVE COUNCIL

No. 7/80

PHILATELIC BUREAU

Attached for information is a copy of the report on the Philatelic Bureau by Mrs. M. Tannock from the British Postal Consultancy Service.

As the Postmaster has not had the time for an in-depth study of the 53 proposals, it is not proposed, at this stage, to deal with all the proposals, which in any case are mainly of an internal nature and do not involve policy matters.

See
(116) { I attach a copy of a memorandum from the Postmaster which sets out the need to deal with the two urgent matters of an additional clerk (4.3.9 of the report) and more space. If the proposal to levy a percentage on all BAT and Dependencies sales handled by the Bureau is acceptable to the two territories concerned then this would offset the cost of an additional clerk (until agreement is reached on this, Colony funds would have to bear the full cost).

Honourable Members are asked to approve the submission to Standing Finance Committee for funds for an additional clerk, and to approve in principle the need for more accommodation for the Bureau.

The Secretariat,
Stanley.

31st March, 1980.

Ref:- F&T/4/3

uw

A.S.

Philatelic Bureau

Ex. to memo to 7/80

With reference to the
third paragraph of the above

Ex. to memo. a charge of

£7,980 is already levied

against B. A. T and South Georgia

in respect of the Bureau costs etc

J
J.S.
1/4/80

F.S. Thanks - I had forgotten about
this, as had DCS apparently. However,
I should think it sufficient to mention
it when we come to discuss the

news. at Exbo rather than sending
out an amendment wouldn't you?

JS
6/12

JS,

Yes. I agree, v.7.

JS.

2/4/80

(124)

32

P&T/4/3

10. Philatelic Bureau (Memo 7/80)

3/80

- 10.1 Copies of the Report on the Philatelic Bureau by Mrs. M. Tannock of the British Postal Consultancy Service were circulated under cover of Memorandum No. 7/80 for information of Honourable Members at this stage.

- 10.2 Approval was given by Council for the submission to Standing Finance Committee for funds for an additional clerk for the Bureau, and the need for more accommodation for the Bureau was also recognized. Both these matters were raised by Mrs. Tannock in her report.

Brown
Clerk of Council

122
33

P&T/4/3

20.

Increase in Establishment Philatelic Bureau

As recommended by Executive Council, Committee approved the increase of the Philatelic Bureau staff by one clerk. The request was made by the Postmaster but stems from Mrs M Tannocks report on the Philatelic Bureau. See para 3 for funds (2½ months on clerks scale S20 at age 18 and over).

P&T/4/3

18th June 1980

132

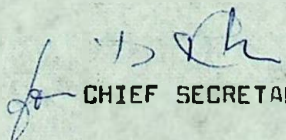
34

Chief Secretary

Postmaster

TANNOCK REPORT

As we do not want to lose sight of this report, I should now be grateful for your comments on the recommendations so that implementation can be considered.

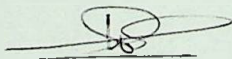

CHIEF SECRETARY

UW

R Morrison, Esq.,
Deputy Chief Secretary.

With the Compliments
of the
Postmaster

and apologies for the delay. I stand
ready to discuss at any time.

A handwritten signature in dark ink, consisting of a large, stylized initial 'R' followed by a surname that is partially obscured by a horizontal line. The signature is written above a solid horizontal line.

12. 8. 80

Stanley,
Falkland Islands.

PT/1/13

134
35



The Tannock Report on Philately

1. You have pressed me several times for a comprehensive response to the recommendations of the Tannock Report. Although the report has been available since the beginning of the year pressure of other work in the context of taking over the Department has prevented me doing so until now. However, we have not been idle in considering implementation of the recommendations contained in the report, and perhaps the best place to start the present exercise is to summarise action already taken.
 - 2.1. In March 1980 action was initiated with a view to removing what were seen as the main constraints to the implementation of many of the essentially practical recommendations of the report. These constraints were shortage of accommodation and equipment and shortage of staff, most notably, in the form of a suitable deputy to the Senior Clerk. Progress in all three areas has been far from satisfactory and may be summarised as follows:
 - 2.2. Staff: Funds have been provided for the employment of an additional clerk in scale S20; the intention being that a person suitable to act as deputy to the Senior Clerk be employed at a point near the top of the scale. In the event it has proved impossible to recruit such a person and rather than employ a person at a lower level it has been decided to leave the post in abeyance for the time being, and make a further attempt to recruit at a later date. Meanwhile the Senior Clerk is attempting to off-load some of his more routine work on to one of the permanent clerks in the Bureau, and will be assessing whether that officer is suitable for promotion as his deputy. The routine work of processing orders is being undertaken as necessary by fee paid workers in addition to permanent staff. More attractive rates have been agreed generally for fee paid workers who work on a contract basis.
 - 2.3. Accommodation: It has not proved possible to re-possess the Registrar's office and the alternative solution of expanding the Bureau into the parcel room is under active consideration, but this presupposes that the room in the south-east corner of the Gymnasium, presently leased to Home Industries Ltd., can be re-possessed to provide storage space for Camp parcels. A token estimate of £1000 is provided under PWD Special Expenditure for 1980/81 for re-modelling the Philatelic Bureau and I have been asked by the Financial Secretary to obtain from the PWD a firm estimate of the total funds now required for the scheme involving expansion into the parcel room. Previously there had been doubt as to whether the Bureau would move into the Registrar's office or the parcel room.
 - 2.4. Equipment: There has been something of a hiatus about this. In conjunction with the Senior Clerk and based on the recommendations contained in the Tannock Report I made a bid for £1650 in the current financial year for furniture and equipment but for some reason it failed to find its way onto the draft estimates. I have now been asked by the FS, in

renewing the bid, to provide a detailed list of our requirements, presumably with a view to submitting the request for further funds to the Standing Finance Committee.

- 2.5. I understand that these various proposals have the acceptance in principle of Councillors and that there is wide recognition of the importance of the development of the Philatelic Bureau in the context of increasing revenue from the marketing of postage stamps.
- 2.6. A further area in which progress has been made in response to the Tannock Report is in the area of publicity. A regularly revised printed form showing lists of current issues and a periodic duplicated sheet under the title of "Falkland Islands Stamp News" are now available and are distributed to customers and enquirers. These publications incorporate several of the common-sense points made in the Tannock Report such as indicating the way in which payment should be made to the Bureau and listing acceptable currencies and forms of payment.

I shall now deal with section 4 of the Report - Proposed changes to the Philatelic Bureau in the Falkland Islands by reference to the 'headings' and numbering used by Mrs Tannock.

- 3.1. Many of the recommendations and suggestions contained in this section of the Report are of a common-sense and practical nature capable of implementation, with necessary adaptations, within the Department and I shall refer only briefly to them. Similarly, a further group of recommendations, such as those referring to training and funding, are related to well-established policies and procedures and responsibility lies with the Head of Department to initiate action at the appropriate time.
- 3.2. The whole question of the development of the Bureau and the implementation of the Tannock Report are subject to the universal constraint of staff shortages, both those affecting the Bureau directly and indirectly elsewhere, for example in the PWD and the Printing Office, which prevent or delay development along already agreed lines.

The Promotional Aspects of Philately (4.1)

- 4.1. The recommendations and suggestions are well understood and accepted within the Department but are subject to the universal constraint imposed by the lack of staff. They all appear to me to be points which will be taken up as the Bureau develops and they do not require any external decisions at the present time. The cost of implementation will be covered under PWD Special expenditure for the re-modelling of the Bureau generally but requests for supplementary funds may be necessary from time to time as ideas develop. You may wish to consider whether discussion of the promotional aspects of philately either by the Stamp Co-ordinating Committee (which has already referred to it on numerous occasions) or within the Administration would be useful?

- 4.2. Regarding visits to philatelic societies and attendance at stamp exhibitions the only practical way in which this might be done within the foreseeable future would be to combine such visits with the overseas leave of senior staff from the Bureau and the Post Office. We should keep this in mind.

Terms of Business (4.2)

5. A policy decision is urgently required on the question of what handling charge should be made on Philatelic orders. The departmental view is that the present percentage charges should be abolished and either no charge at all or the standard of 25p, (or some other fixed sum) as suggested by Mrs Tannock, be levied. Postage and registration should continue to be charged. I think this is a matter to be discussed within the Administration and a decision taken.

Deal with

Period of Sale (4.2.2)

6. The existing standardised procedures seem about right to me but I suggest that the Stamp Co-ordinating Committee (SCC) might air the question of whether FDC remainders should be destroyed after 12 months.

Internal Procedures and Control etc. (4.3.1 to 4.3.8, 4.3.12, 4.3.13, 4.4 and 4.10)

7. These are all internal matters which are being and will continue to be introduced and adapted to our requirements. Their introduction is, however, subject to the universal constraint of shortage of staff (uc).

Senior Clerk's Deputy (4.3.9)

- 8.1. Absolutely fundamental to the removal of the uc. We have taken such action as we can, with little success. See paragraph 2.2. above. I have made the point elsewhere, in the following terms, that I do not consider that the Senior Clerk should report direct to the DCS:

"In the present circumstances where a former Postmaster holds the office of DCS and the Postmaster of the day has, as yet, little experience of philately, such an arrangement has merit. However, in the longer term, I feel that a strong connection with the Post Office should be maintained. In effect the Bureau is marketing a product of the Post Office and the Post Office should retain a major role in the design, production and marketing of stamps not least to ensure the genuine postal nature of the product".

- 8.2. I whole-heartedly agree that consideration should be given, at the appropriate time, to up-grading the Senior Clerk to Manager of the Bureau. Well established procedures exist for this kind of thing and I will keep it well in mind.

Stock Checks (4.3.10)

9. We do need improved procedures for stock control. An annual Board of Survey is inadequate because of the large stocks held and the large number of individual transactions in the course of a year. However, Mrs Tannock's suggestion of monthly stock checks seems to me to be unrealistically frequent whether she envisages them being carried out by Bureau or independent staff. Here again we come up against the uc, but the Administration might consider whether we could use an outside Board (as we have done recently - quite satisfactorily I think) for intermediate checks between annual surveys by the normal Board selected from permanent staff.

Sub Postmaster Fox Bay (4.3.11)

10. A departmental matter? What we do will depend on whether Maddocks returns or not. If he does, it will obviously be politic to continue as he has in the past. If he doesn't and his replacement doesn't have the same interest or cannot find the time to devote to philately, we could go along with Mrs Tannock's suggestion and rely on Fox Bay for the actual franking of covers only. This would cut down their work and could easily be absorbed by the Bureau.

Whether the Philatelic Bureau should also be a Coin Bureau (4.6)

Viability of Self-financing Bureau (4.7)

- 11.1. The notion of a self-financing government department (a quango?) (another PATA?) and a Government Department charging another for selling a couple of dozen sets of coins is far too radical for serious consideration at the present time and in all the circumstances quite impracticable.
- 11.2. A good idea in other circumstances but I think we should dismiss it for the time being, indeed for the foreseeable future, and continue "within the system" as at present; sharing management, accounting, personnel, clerical, etc. etc. facilities both within the Department and Government generally.
- 11.3. I do not think the suggestion that the Post Office take over the function of a Bureau de Change is very practicable at the present time with serious staff shortages in the Department. Surely this is a Treasury function and there would be little point in operating two Bureaux in a place the size of Stanley. I would be interested in the Treasury view.
- 11.4. Regarding the recommendation in the sixth paragraph under 4.7 we have already taken this common-sense step, and what we are talking about here is really only the shortage of staff.

Charges to FID and BAT (4.8)

- 12.1. Within the Bureau I do not think we will ever be able to separate the three Territories and whatever the outcome of the present considerations of future policy regarding FID and BAT stamps we will always have to keep stocks of these stamps and process philatelic orders. I do not see any difficulty in doing this apart from the inevitable uc. It will involve work and I believe we should be paid for such work although an alternative, if the work load stays at its present level, would be for the employment by FID and BAT of a clerk who would work fulltime in the Bureau when not on duty in the Dependencies or the BAT. However, I cannot see any better prospects for recruitment of a suitable person for this post than our experience in trying to recruit a deputy to our own senior philatelic clerk would indicate.
- 12.2. Pending the definitive outcome of the present consideration of future policy I suggest that we now begin discussing within the Administration the question of the imposition of a 10% charge on both FID and BAT orders handled by the Bureau.

Training of Staff (4.9)

- 13.1. This seems to be related to already well-established policy and I strongly support training in any form for senior Bureau staff provided suitable courses can be identified and staff can be released. At the moment when it appears impossible to recruit staff at any level for the Bureau I cannot see how we could possibly release the Senior Clerk for extended training overseas. However, we should keep the possibility very much in mind and take any opportunity offering although at the present time the most practical possibility appears to be to attempt to combine a suitable course with the Senior Clerk's overseas leave.

Office Management (4.9.1)

- 13.2. I do not know that it has been possible to identify a suitable course. My own view, for what it is worth, is that office management is largely common-sense, and that given time Clifton and myself could well take care of this aspect and we would expect more junior staff to acquire the necessary knowledge in the form of informal on-the-job training. However, I fully accept that a formal course does give confidence, particularly to an officer who already has the practical knowledge and experience and thus finds it easier to relate the theory to the practice.

Philatelic Course (4.9.2)

- 13.3. We should KIV for the appropriate opportunity and see if the British Council would fund? We might also look at UN funding through the International Bureau although our political status and the colour of our skins might well be wrong for much sympathy from that direction!

Visits to Crown Agents (4.9.3)

- 13.4. Possibly the most useful area for 'training' in the broadest sense of that word and probably the best way to develop the 'expertise' mentioned in para 15.2.

Additional Postmark (4.10.5)

14. An interesting idea which has been discussed before. We might well consider both in the SCC and Administration. The only difficulty I foresee is getting a suitable person to do the necessary work. The inevitable (we hope) philatelic work could be handled by the Bureau in Stanley and we would have to rely on Darwin for the franking only as suggested by Mrs Tannock for Fox Bay.

Affect of Local Bureau on Crown Agents' Sales (4.11)

- 15.1. The net proceeds from stamp sales would be increased by something like 17½% (Crown Agents commission) if the Bureau succeeded in taking all business away from Crown Agents so this is something we need not, strictly, worry about. However, we rely on the Crown Agents a great deal and we would be anxious to preserve the existing relationship with them in the field of philately and I cannot conceive of aggressive moves in this direction, although, to be fair, there do appear to be some areas in which we do the work and Crown Agents reap the reward, or at least 17½% of it!
- 15.2. In passing, one of the most radical aspects of Mrs Tannock's report is her views on what our attitude towards the Crown Agents should be. It is also the most difficult to implement in that I doubt that we shall ever be able, for want of the necessary staff, to build up anything like the expertise of the Crown Agents and we will have to rely on them to a very great extent for advice for a long time to come. We can check their accounts and so forth but I doubt that we can acquire the same basic expertise in matters philatelic. I think the best approach at the present time is to try to develop empirically methods of assessing Crown Agents advice.

Stamp Issuing Policy

- 16.1. It seems to me that stamp issuing policy is a continually evolving process and while at any particular moment we could state what that policy is, it would be a mistake to seek approval for a definitive statement of such policy which might then be regarded as a god-given commandment and unduly restrict the evolution of the policy. The policy must be kept flexible so that it can respond to changing pressures; the need to maximise profits balanced against the requirements of the philatelic market at any particular moment; the pressure from dealers; the pressure from purist collectors; conflicting advice and judgment of general market conditions.
- 16.2. I think it would be useful to discuss "stamp issuing policy" both within the Administration and the SCC but I think we

should avoid tying ourselves down by thinking in terms of any final and immutable policy.

16.3. I shall list for convenience matters which should now be discussed or on which decisions are required:

Stamp Co-ordinating Committee

- i. Standardisation of stamp sizes
- ii. Standardisation of size and number of perforations
- iii. Standardisation of FDC envelopes - size, colour and quality.
- iv. Destruction of FDC remainders after 12 months
- v. Use of bromides on publicity material
- vi. Stamp issuing policy:
 - a. Definitives
 - b. Commemoratives: should we reduce commemorative issues to three instead of four in the year when a new definitive is issued?
As above in the case of the mini-definitive?
Special covers for resumption of sale of Mailships definitive after 12 months withdrawal for mini-definitive?
 - c. First Day Covers
 - d. Collectors packs (4.5.2)
 - e. Presentation packs(4.5.3)
 - f. Postage due labels(4.5.4)
 - g. Miniature sheetlets(4.5.5)
One per year? All stamps in sheet form? All stamps si-tenant on miniature sheetlet?
 - h. Stamp booklets: Definitives only? One per year?
 - i. Aerogrammes: Christmas? Annual reprint? Pictorial?
 - j. Registered envelopes
 - k. Postcards: Pictorial? Series?
- vii. Promotional aspects of philately

Administration

In addition to the above list the Administration should discuss and take decisions on the following matters:

- i. Handling charge
- ii. Charges to FID and BAT for Bureau services
- iii. Boards of Survey on Bureau stamp stocks
- iv. Office management correspondence course

POSTMASTER

The Post Office
Stanley

12th August 1980

Ref: PHI/7/1

P&T/7/5

36

15th October 1980

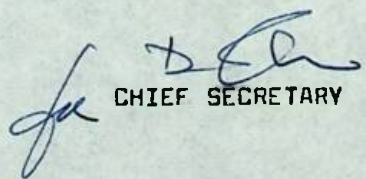
Chief Secretary

Postmaster

CONFIDENTIAL

I attach our file copy of the Crown Agents comments on the Tannock Report.

Please come and discuss.


CHIEF SECRETARY

uw

37

MEMORANDUM

Reference P&T/7/5

Date 15th October 1980

It is requested that this number and date should be quoted.

Refute pl

From Chief Secretary

To Postmaster

Subject:-

I attach our file copy of the Crown Agents comments on the Tannock Report.

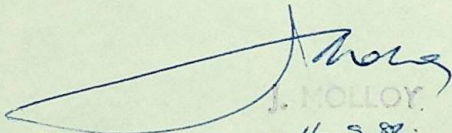
Please come and discuss.

[Signature]
CHIEF SECRETARY

F.E. Baker, Esq., OBE
Chief Secretary



Copy of letter and enclosure
for the Crown Agents
commenting on Mrs. Tarnock's
report on the Philatelic Bureau for
your information and consideration.


J. MOLLOY
16.9.80.
with compliments

File pl

OVERSEAS DEVELOPMENT ADMINISTRATION
ELAND HOUSE, STAG PLACE,
LONDON SW1E 5DH

Telephone 01-213:
or Switchboard 01-213:3000

37138

St Nicholas House, Sutton, Wilt
Surrey SM1 1EL
Telephone 01-643 3311
Telex 267103
Telegrams Crown Sutton

AB3-f
P122
29/8



Crown Agents

27 August 1980

Our Reference: PH3/FALKLAND IS

P+T/4/3

333/56/01

Mr D W Hudson
Room A516
Overseas Development Administration
Eland House
Stag Place
LONDON
SW1E 5DH

Dear Mr Hudson,

E/28 With reference to our recent telephone conversation we have studied with interest the report of the British Postal Consultancy Service on the Philatelic Bureau in the Falkland Islands.

2 Whilst the author appears to have a firm grounding in office management and accountancy procedures, there are a number of points on production and sales with which we would disagree. It may be that the comments are related to the experience of the British Post Office but their business often differs fundamentally with that of many of the very small administrations we represent. A simple example is their home market. Whether they produce a stamp which is good, bad or indifferent "philatelically", it can be disposed of across the many BPO counters for postal purposes. What would Falklands do with, say, 60 million stamps of one denomination at any time which have little collector appeal? Some of the comments have a familiar ring and we suspect that the writer may have been unduly influenced by one or two people who have a voice in Falklands' stamps but little responsibility for their production or marketing. Similar views were put forward by Major Spafford (Editor of the Upland Goose) at a recent symposium on the Falkland Islands held at Cambridge which we attended. Many of the comments we made on that occasion are contained in the detailed breakdown which is attached.

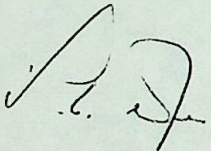
3 Frankly we do not understand Mrs Tannock's statement (in 4.11) that "there is a need for Crown Agents to develop a more self critical attitude". We do not pretend to always get "the mix" right in a business where there is keen competition and much depends on the mood of the market at the time. There are very many hungry administrations with scant resources endeavouring to exploit the possibilities of the philatelic trade. When we have limited success we try harder next time and I would venture to say we succeed as often as BPO with no home market to dump our wares.

/4 It ...

4 It seems to us that Falklands are in need of someone to assist them to put their local philatelic house in order. Should this be arranged it would also be of advantage to us in our efforts to serve them to greater advantage. Although we have not unlimited resources, we are prepared to consider seconding a member of our staff with knowledge of both production and sales for this purpose as we have offered for both Vanuatu and Solomon Islands. Naturally the period would have to be limited to a year, or at the most two, so that we may be able to continue to offer this facility to our other Principals.

5 I trust this letter proves helpful and if there are any points you wish clarified or enlarged upon you will contact me.

Yours sincerely



T A COOPER
Head of Security Printing
and Philatelic Services

DCS

*Interesting proposition
but who would pay
what I wonder?
FB*

CROWN AGENTS COMMENTS ON
FALKLAND ISLANDS REPORT

- 3.2.6 Aerogrammes produced and sold locally - not offered to CASB, we have to discover and apply - poor marketing.
- 3.3 No comment.
- 3.4 No comment.
- 3.5 No comment.
- 4.1 CASB Gross Sales account for 80%+ of revenue on philatelic sales not 70% as quoted.
- 4.1 - No comment.
- 4.1.8
- 4.2 Handling charges must penalise dealers, as they can obtain small quantities from wholesalers at a cheaper rate.
- 4.2.1 Does not make sense. British law requires the collection by the Post Office of UK any duty/VAT leviable. Foreign postage stamps attract 15% VAT.

This paragraph is contradictory - is a 40p charge for VAT implemented at the moment?

Many Post Offices offer a free service, and produce special philatelic mail stamps!
- 4.2.2 Sentence, beginning 'The only item for which a charge ' should I believe read change, otherwise its sense is obscure. Agree that FDC should be withdrawn from sale one year after issue date not three years.
- 4.3 No comment except that there is room for CASB to send someone to implement.
- 4.4.1 Address list could duplicate CASB effort.
- 4.4.2 No comment.
- 4.4.3 Bromides, even black and white, are more expensive than stamps. Open invitation to 'freeloaders' and probably duplicating CASB work. The cost of colour bromides would be prohibitive whereas the cost of printing a few hundred stamps costs virtually nothing.
- 4.4.4. No comment.
- 4.5.1 Agree completely that four commemoratives and definitive can be issued in same year (conflicts with Mr Ritchie).
- 4.5.2 Collectors Packs
 - a) Limited Sales Appeal - tourists only.

b) Could be damaging for following reasons

- i) If set issued January 1980 it would be available as part of pack until December 1981.
- ii) If any set is short you must either withdraw from pack, or accept criticism for withholding stock for pack, thus requiring collectors to pay heavy premium. Also encourages speculation.

Problems of this type encountered by BPO and Christmas Island amongst many.

4.5.3 Presentation Pack

Limited Sales Appeal - tourists only.

4.5.4 Postage Due Labels

Good idea - strong philatelic appeal although revenue unlikely to be high!

4.5.5 Miniature Sheets

We do not agree.

- a) i) Coronation Sheetlet - Cost of production high, but revenue also very high. A single set format, although cheaper to produce would not have brought in revenue in similar proportion.
- ii) FDC costs were born by Crown Agents - only loss to Falklands was cancellation fee (ie postal officer's salary) for unsold covers.

Comments on FDC and normal postal policy apply to UK Post Office. US Post Office were prepared to issue FDC for stamps from Bicentennial Souvenir Sheets in 1976. Because UK is behind the times, should Falklands be penalised?

b) Rowland Hill Souvenir Sheets

- i) The whole philosophy behind Rowland Hill s/s was to issue an item of Postal History which was postally valid and could not in all honesty be described as a 'rip off'. The 33p stamp if it had been issued separately and as part of the s/s would have been considered blatantly unethical.
- ii) The 33p stamp could have been taken out of the s/s by the Post Office and added to the stamp FDC if customers required. It is a postal emission and Falklands could have added to the other three stamps. They of course would have the work of extracting the stamp from the s/s.

/ iii) Figures ...

- iii) Figures of a) The Churchill s/s, b) other Rowland Hill s/s (eg Samoa) show that you sell considerably less s/s than sets, when the same set is repeated in s/s. It is felt by us that Falklands Rowland Hill s/s sales were higher than they would have been if the four stamp type s/s had been produced. Again, the late arrival of the UK Post Office on the s/s scene appears to highlight their lack of knowledge on this.
- iv) In Philatelic Terms, a set of stamps and s/s are not different, individual items. The British Post Office treat them differently, because the Postal Clerks Unions refuse to allow the issuance of a set and s/s on the same day.

The writer of the report seems to confuse items. There is a difference between a souvenir sheet, a miniature sheet and a sheetlet.

In our opinion:

Coronation - Miniature Sheet

Rowland Hill - Souvenir Sheet

Queen Mother - could have been sheetlet of nine. If this had been the case, sales would have been (through CASB and StanGib) 250,000 stamps as opposed to 100,000. If Falklands had heeded CASB advice revenue before commission would have been £27,500 as opposed to £11,000.

4.5.6 Stamp Booklets

We agree generally, although there is an obvious lack of knowledge for the reason for sales of Silver Jubilee booklet.

The cost of stamps for definitive reprint for the last booklet exercise was 1p for three stamps. This, coupled with the cost of making-up is low enough not to deter a reprint especially for a new booklet issue.

4.5.7 Aerogrammes

Comments as 3.2.6. Profitability of these is debatable.

4.5.8 Registered Envelopes

Agree.

4.5.9 Policy

Comments as for 4.5.1 - 4.5.8.

4.6 Coin Bureau

We cannot comment, although perhaps CASB could assist in UK marketing of coins.

4.7 No comment.

4.8 No comment.

4.9.1 OFFICE MANAGEMENT

No comment.

4.9.2 BUREAU MANAGERS' COURSE

Note that both author of report and Mr Ritchie are in favour.

4.9.3 Criticism of CASB advice covered in comments on 4.5.5. Increase of revenue and more importantly number of sets sold speaks volumes for CASB advice.

4.10.1 No comment.

4.10.2 Mr Ritchie's comments stand. No doubt the artists in Falklands (Ian Strange, John Smith etc) would be pleased to comment on the difficulty in preparing artwork for different themes with only one size and format allowed.

4.10.2 Stamp design does not lend itself to a single size or format.
(i) Imposing this would straight-jacket artists and result in very dull issues. Although we do try to keep to popular sizes and perforations you would exclude certain printers by adopting rigid policy.

4.10.2 Taking as read that imposing a certain stamp size is detrimental, it follows that FDC size cannot be standardised.
(ii) Colour of the envelope must vary to compliment the stamp design.

4.10.2 We usually commission one artist to produce both stamp and
(iii), FDC design and as a professional he is the best person to
(iv), ensure coordination throughout stamp size, shape, colours
(v) and FDC design.

It would be unwise to leave the choice to one individual for all issues, ie Senior Clerk. His taste would be reflected through every issue. Also it is difficult to produce proof FDCs to coincide with the proof stamps and it disrupts the printer's schedules to send proofs to the Principal for approval. This takes weeks and delivery dates could not be guaranteed. It is one of our more important functions, using our expertise, to take the burden of proof checking and approval for the Principal.

4.10.3 This is obvious and is already normal practice.

4.10.4 We fully agree with the need for a well advanced programme but not for the reasons stated. Principals have ample time to recommend changes when they view rough and finished artwork for stamps and FDCs. Proof approval must be left with Crown Agents as it is essentially technical and also for the reasons at 4.10.2. (iii), (iv) and (v).

4.10.5 No comment.

4.11 Sales figures of CASB 75% conflicts with 70% at 4.1. Aim of comments are good, but we can see little likelihood of dramatic increase in sales through Bureau.

Last paragraph dwells on s/s comments on which we are at variance.

APPENDIX V/I

Is inaccurately typed, thus Silver Jubilee sales shown as 703,027 are presumably 73,027. It would have been illuminating to show number of sets sold as well.

P&T/7/3

27th November 1980

38

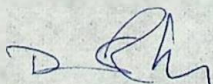
Chief Secretary

Financial Secretary

Marketing of Coins in the United Kingdom

In a recent letter, Mr. T. A. Cooper, the Head of the Philatelic Services section of the Crown Agents Stamp Bureau, remarked that there is a possibility that the Stamp Bureau could assist in the marketing of coins.

I pass this information to you in case there is any merit in the suggestion which you would wish to pursue in the interests of expanding sales.



ACTING CHIEF SECRETARY

uw

27th November

80

Mr. H. L. Bound, M.B.E., J.P.,
Stanley.

Dear Sir,

Although the Stamp Issue Co-ordinating Committee is mainly for advising Government on stamp issues, you may wish to read Mrs. Tannock's Report on the Philatelic Bureau. A number of the recommendations have been acted upon, but there are other points on which you may wish to comment. In particular I should be grateful if you would let me have your views on the following items:-

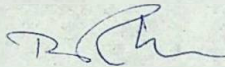
- i) Standardisation of stamp sizes
- ii) Standardisation of size and number of perforations
- iii) Standardisation of FDC envelopes - size, colour and quality.
- iv) Destruction of FDC remainders after 12 months
- v) Use of bromides on publicity material
- vi) Stamp Issuing policy:
 - a) Definitives
 - b) Commemoratives: should we reduce commemorative issues to three instead of four in the year when a new definitive is issued? As above in the case of the mini-definitive? Special covers for resumption of sale of Mailships definitive after 12 months withdrawal for mini-definitive?
 - c) First Day Covers
 - d) Collectors packs (4.5.2)
 - e) Presentation packs (4.5.3)
 - f) Postage due labels (4.5.4)
 - g) Miniature sheetlets (4.5.5) One per year? All stamps in sheet form? All stamps si-tenant on miniature sheetlet?
 - h) Stamp booklets: Definitive only? One per year?
 - i) Aerogrammes: Christmas? Annual reprint? Pictorial?
 - j) Registered envelopes
 - k) Postcards: Pictorial? Series?

/vii) Promotional.....

vii) Promotional aspects of philately.

I realise that a meeting of the Stamp Committee has been arranged for Monday, 1st December, but do not expect you to be able to comment by that date. It will suffice if you let me have your comments at your convenience.

Yours faithfully,



ACTING CHIEF SECRETARY

enc.

LD

27th November 60

Mr. J. Stephenson,
Stanley.

Dear Sir,

Although the Stamp Issue Co-ordinating Committee is mainly for advising Government on stamp issues, you may wish to read Mrs. Tennock's Report on the Philatelic Bureau. A number of the recommendations have been acted upon, but there are other points on which you may wish to comment. In particular I should be grateful if you would let me have your views on the following items:-

- i) Standardisation of stamp sizes
- ii) Standardisation of size and number of perforations
- iii) Standardisation of FDC envelopes - size, colour and quality
- iv) Destruction of FDC remainders after 12 months
- v) Use of envelopes on publicity material
- vi) Stamp Issuing policy:
 - a) Definitives
 - b) Commemorative: should we reduce commemorative issues to three instead of four in the year when a new definitive is issued? As shown in the case of the first definitive? Special covers for remission of sale of definitive definitives after 12 months withdrawal for first definitive?
 - c) First Day Covers
 - d) Collector's packs (A.S.2)
 - e) Presentation packs (A.S.3)
 - f) Postage and Labels (A.S.4)
 - g) Minimum quantities (A.S.5) One per year? All stamps in sheet form? All stamps at least in miniature sheets?
 - h) High value definitive only? One per year?
 - i) Proportions: Definitive? Annual number? Pictorial?

Yours faithfully,
A.J. Registrar.....

- j) Registered envelopes
- k) Postcards: Pictorial? Series?

vii) Promotional aspects of philately.

I realise that a meeting of the Stamp Committee has been arranged for Monday, 1st December, but do not expect you to be able to comment by that date. It will suffice if you let me have your comments at your convenience.

Yours faithfully,



ACTING CHIEF SECRETARY

enc.

LDJ

EXTRACT FROM MINUTES OF A MEETING OF THE STAMP CO-ORDINATING COMMITTEE
HELD AT THE SECRETARIAT ON TUESDAY 27TH JANUARY 1981

P&T/7/5

5. Tannock Report Members agreed that the Tannock Report on the Philatelic Bureau should be considered at the next full meeting of the Committee.

Tannock Report on the Philatelic Bureau

42

Members very briefly considered some aspects of the Tannock Report. Whilst there was insufficient time to consider all the points raised, members agreed to the suggestion on presentation and collectors packs. The frequent change in aerogramme designs was also considered worthwhile; the Postmaster advised that the Post Office have already adopted this policy. In the light of advice from the Crown Agents, Postage Due labels would not appear worthwhile for the Falklands, but this should be given further consideration.

P&T/7/5


23rd March 1981

43

Chief Secretary

Postmaster

I attach an extract from the Minutes of a Meeting of the Stamp Committee about presentation and collectors packs. Presumably you will now wish to give this further consideration with a view to implementing the suggestions.


CHIEF SECRETARY

uw



Mr Jones

with compliments

A copy of the letter you require is enclosed.

OVERSEAS DEVELOPMENT ADMINISTRATION
ELAND HOUSE, STAG PLACE LOTIN
LONDON SW1E 5DH AMERICA REGISTRY
Telephone 01-213
or Switchboard 01-213:3000

(44) 34

Y.E. 14/5

Copy of letter referred to at (15).

(35) REFORMS

Which, as you see, was impact to the C.S.

14/5

CLA 56/209/01

25 February 1981

F G Baker Esq
Chief Secretary
The Secretariat
Port Stanley
PAKLAND ISLANDS

MONITORING OF FEASIBILITY STUDIES

ODA is giving increasing attention to the monitoring and evaluation of projects, both capital and FC. It is something which I am sure you are going to hear a lot more about.

2. The reason for this letter is to seek information on FIG's decisions, views and comments on the Consultancy which carried out a feasibility study on a possible philatelic bureau in 1979.

3. When the Report of the Consultancy was received we obtained comments from Harry Ritchie (he copied them to Harold Rowlands) and from the Crown Agents. We (LAD) are now being asked to comment on the report with reference to the progress on implementation. There are various questions to be answered, some of which we can only reply to with your help. The sort of queries we would like to have your help with are:-

- a. What consideration has been given to the Report by the FIG?
- b. What decisions have been made about implementation?
- c. Which recommendations have been implemented?
- d. If there is a delay in implementation what is this due to?
- e. Are there some recommendations which have been turned down? If so, why?
- f. Where recommendations have been implemented how closely have they been followed?
- g. Have results come up to expectations? If not, why not?
- h. Do you think the Consultancy was valuable? (I might say in parenthesis that the cost was just under 29,000.)
- i. Are there any lessons, general or particular, which you have learned from this Consultancy?

4. We have been given a time limit to reply to the questionnaire and I should be very grateful if you could let me have your response to the above questions if possible by the end of March.

5. To save time I am copying this to Harry Ritchie as I presume you might want to call upon him for assistance.

Reply dictated
JS 22/5

cc Mr. [unclear]
Mr. [unclear]



Mrs M C Rosser

The Tannock Report was essentially a practical, common-sense report dealing with details rather than sweeping policy changes. Although the terms of reference state that the purpose of the study was "to advise the Government of the Falkland Islands on the feasibility of a Philatelic Bureau....." such a Bureau did in fact already exist and in the event the Tannock Report made a series of practical recommendations as to how best that existing Bureau might ~~XXXX~~ develop. Most of the recommendations were of such a detailed practical nature that their implementation was a departmental rather than a Governmental matter resting on the availability of staff and accommodation. Government has responded by providing ^{additional} funds for both.

Staff

Although it did not prove possible to recruit a full-time deputy to the Senior Clerk we have built up, with the additional funds provided, a very good team of part-timers which has relieved the full-time clerks of some of the routine work and enabled them to undertake some of the more responsible work in the Bureau thus relieving the Senior Clerk for management duties. The Senior Clerk is leaving within the next two weeks for a Crown Agents sponsored course in Philatelic Bureau Management under ODA auspices. I have recommended elsewhere that in accordance with another of Mrs. Tannock's recommendations that he should be promoted soon to Manager of the Bureau on an enhanced salary.

Accommodation

The remodelling of two rooms in the Town Hall to provide improved accommodation for the Bureau has been completed by the PWD and the necessary furniture and fittings are expected within the next month.

I consider that the Tannock Report has been very valuable, not only for its wealth of practical advice but, perhaps, most of all for the impetus it gave to the development of the Bureau at a crucial time.

The Post Office,
Stanley.

18th May, 1981.

REF: P&T/7/5 ✓

It is requested that the number and date should be quoted.

THE SECRETARIAT,

STANLEY, FALKLAND ISLANDS,

SOUTH ATLANTIC.

27 May

81

.....19.....

Mr Colin Roth
Latin America Department
Overseas Development Administration
Eland House Stag Place
London SW1E 5DH

D10

MONITORING OF FEASIBILITY STUDIES

I regret that your predecessor's, Mrs Rosser's, letter CLA 56/209/01 of 25 February, apparently went astray and we have only recently received a follow-up copy.

2. My comments on Mrs Tannock's report, as requested at para 3 of Mrs Rosser's letter, are as follows:

a) What consideration has been given to the report by FIG?

The report was initially considered by Secretariat officers in conjunction with the Postmaster and the Senior Clerk of the Philatelic Bureau. It was then passed to Executive Council with recommendations as to implementation. Executive Council generally endorsed it. Parts of the report were subsequently considered by Standing Finance Committee (all members of Legislative Council) in order for funds to be voted to enable the implementation of certain recommendations. Since then it has also been made available, for general information only, to the Stamp Co-ordination Committee. We are now in process of implementing the large majority of recommendations as and when we can.

b) What decisions have been made about implementation?

See above. Generally speaking, implementation is proceeding on most recommendations.

c) Which recommendations have been implemented?

The Tannock report was essentially a practical, common-sense report dealing with details rather than sweeping policy changes. Although the terms of reference state that the purpose of the study was "to advise the Government of the Falkland Islands on the feasibility of a Philatelic Bureau, etc", such a bureau did in fact already exist and, in the event, the Tannock report made a series of practical recommendations as to how best that existing bureau might develop. Most of the recommendations were of such a detailed, practical nature that their implementation was a departmental, rather than a governmental, matter, resting on the availability of staff and accommodation. Government has responded by providing additional funds for both. There appear to be some 53 recommendations in the report and we are endeavouring to implement most of them. Some of the more important ones have already been dealt with. For example, although it did not prove possible to recruit a full time deputy to the Senior Clerk, we have built up, with the additional funds provided, a very good team of part-timers which has relieved the full-time clerks of some of the routine work and enabled

/them

them to undertake some of the more responsible work in the Bureau, thus relieving the Senior Clerk for management duties. As recommended, the Senior Clerk is shortly leaving for a Crown Agents sponsored course in Philatelic Bureau Management under ODA auspices. Also, in the context of this year's budget, consideration will shortly be given by Council to the up-grading of his post to that of Manager on an enhanced salary. (This has already been endorsed by Executive Council but has yet to be considered by Legislative Council.) Various recommendations also touched on the need for more accommodation for the bureau. As a result of this we have remodelled two rooms in the Town Hall/Post Office building to provide improved accommodation for the bureau. The constructional work is now completed and furniture and fittings are expected by the next UK vessel. Many of the minor recommendations have been, and are being implemented as a matter of normal routine administration.

d) If there is a delay in implementation, what is this due to?

Delays in the implementation of some recommendations have been due to our perennial problems of shortage of funds and personnel.

e) Are there some recommendations which have been turned down? If so, why?

Recommendations 13 and 14 on page 18 of the report, while still under consideration, are in my view not likely to be adopted since extra staff would be required and, even were such extra staff available, we have serious doubts as to whether the additional revenue would warrant the expense. Although it has been possible to implement part of the recommendation 26 concerning the Senior Clerk (see above), one aspect has not been agreed - namely, that the Senior Clerk should be responsible to the Deputy Chief Secretary. This may have appeared desirable during Mrs Tannock's visit, since the DCS at that time was a former Postmaster with a great deal of philatelic experience and interest. However, his successor is not similarly experienced and, in any case, we have always envisaged that the Senior Clerk, as manager of the bureau, would work through the Postmaster. Recommendation 52, concerning a sub-post office at Goose Green, has been deferred for the time being. However, it will be reconsidered as the Stanley/Darwin road progresses.

f) Where recommendations have been implemented, how closely have they been followed?

In most cases recommendations have been followed as closely as the inevitable constraints of lack of finance and personnel permit.

g) Have results come up to expectations? If not, why not?

Given the time it has taken to effect the implementations, it is still too early to make valid judgements on this.

h) Do you think the consultancy was valuable?

We have no doubt the consultancy was valuable, both in practical terms and in that it focussed the attention of both Councils and the Administration on the development of the Philatelic Bureau at a time when this was most necessary.

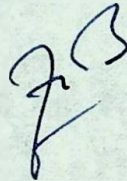
27 May 1981

-3-

1) Are there any lessons, general or particular, which you have learned from this consultancy?

I would not say that anything startlingly new emerged, most of the recommendations being practical, common-sense, and such as we would have arrived at ourselves in due course. As often in these cases, there was great value in having an expert to endorse proposals which had hitherto perhaps been only vaguely formed; also in getting a whole body of material on the subject together in one authoritative document, thus providing a valuable and respected base upon which this area of our activities can now be developed.

3. I hope that the foregoing may have been of some assistance, and should you require further more detailed comment, I have a considerable amount on file which I would be very glad to copy to you.



F E Baker
CHIEF SECRETARY



By P/A P+T 17/5. JS 24/VI
 Overseas Development Administration
 Eland House Stag Place London SW1E 5DH

Telephone 01-213: 4992
 or Switchboard 01-213: 3000

F E Baker Esq OBE
 Chief Secretary
 Stanley
 Falkland Islands

Your reference

Our reference

CLA 56/209/01
 Date

10 June 1981

Dear Dick

MONITORING OF FEASIBILITY STUDIES

Mary Rosser wrote to you on 25 February asking for information on action arising from the feasibility study for a philatelic bureau carried out by Mrs Tannock in December 1979. I wonder whether you are yet in a position to reply.

Yours sincerely,

John
 J Molloy

Replied some time ago!
JS

Reply dictated JS 24/VI

The Secretariat
Stanley
Falkland Islands

Ref: P&T/7/5 ✓

25 June 1981

Mr J Molloy
Latin America Department
Overseas Development Administration
Eland House
Stag Place
London SW1E 5DH

D/O

MONITORING OF FEASIBILITY STUDIES - MRS TANNOCK'S REPORT

Many thanks for your letter ref CLA 56/209/01 pf 10 June on this subject.

2. Mary Rosser's original letter of 25 February seemed to go astray but, in response to a reminder, we obtained a copy from your registry. I then replied on 27 May, addressing my letter to Colin Roth. I hope that my reply has crossed with your enquiry but just in case we have further bedevilment of letters going astray I enclose a copy.

FEB

F E Baker
ACTING GOVERNOR