

## Ashton M (Mark)

---

**From:** Rankin S (Shane)  
**Sent:** 24 November 2015 15:07  
**To:** Thomas N (Nigel)  
**Subject:** FW: Reference: LUPS/ERDF/2010/4/2/0088 - Enterprise Creation in Disadvantaged Communities

**Sensitivity:** Private

For the records

**Shane Rankin** | Head of European Structural Funds and State Aid | Deputy Director – Economic Development Directorate | Scottish Government – Glasgow | T. 0300 244 1135 | BB. [REDACTED]

---

**From:** Dickson GF (Graeme)  
**Sent:** 16 March 2015 17:11  
**To:** Rankin S (Shane); McAllan M (Mary)  
**Subject:** RE: Reference: LUPS/ERDF/2010/4/2/0088 - Enterprise Creation in Disadvantaged Communities  
**Sensitivity:** Private

Shane,

Thanks. I take it that is an appropriate response.

Graeme

**Graeme Dickson** | Director General Enterprise, Environment & Innovation | The Scottish Government | GW.10 St Andrew's House | Regent Road | Edinburgh | EH1 3DG | Tel: 0131 244 5598 | Mob. [REDACTED]

---

**From:** Rankin S (Shane)  
**Sent:** 16 March 2015 16:16  
**To:** Dickson GF (Graeme); McAllan M (Mary)  
**Subject:** FW: Reference: LUPS/ERDF/2010/4/2/0088 - Enterprise Creation in Disadvantaged Communities  
**Sensitivity:** Private

For information.

**Shane Rankin** | Head of European Structural Funds | Deputy Director – Business Directorate | Scottish Government – Glasgow | T. 0300 244 1135 | BB. [REDACTED]

---

**From:** Currie, Jackie [<mailto:Jackie.Currie@glasgow.gcsx.gov.uk>] **On Behalf Of** O'Donnell, Annemarie (Legal)  
**Sent:** 16 March 2015 15:40  
**To:** Rankin S (Shane)  
**Subject:** FW: Reference: LUPS/ERDF/2010/4/2/0088 - Enterprise Creation in Disadvantaged Communities

Dear Mr Rankin

Morag Johnston, the Depute Director of Financial Services has been asked to investigate the concerns you have raised. She will be in contact with Mark Ashton for further details.

Regards

-----  
**Annemarie O'Donnell**  
**Chief Executive**  
Glasgow City Council  
City Chambers  
GLASGOW, G2 1DU

Phone 0141 287 4522  
Fax 0141 287 3627  
email [annemarie.odonnell@ced.glasgow.gov.uk](mailto:annemarie.odonnell@ced.glasgow.gov.uk)  
[www.glasgow.gov.uk](http://www.glasgow.gov.uk)

---

**From:** Kerton, Margaret **On Behalf Of** O'Donnell, Annemarie (Legal)  
**Sent:** 11 March 2015 12:13  
**To:** 'shane.rankin@scotland.gsi.gov.uk'  
**Subject:** Reference: LUPS/ERDF/2010/4/2/0088 - Enterprise Creation in Disadvantaged Communities

Dear Mr Rankin

Thank you for your letter of 5 March 2015 in respect of the above.

I am enquiring into this matter and will provide you with a full response once my enquiries are completed.

Regards

**Annemarie O'Donnell**  
**Chief Executive**  
Glasgow City Council  
City Chambers  
George Square  
Glasgow G2 1DU  
Phone 0141 287 4522  
Fax 0141 287 3627  
Email [annemarie.odonnell@glasgow.gov.uk](mailto:annemarie.odonnell@glasgow.gov.uk)

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Your Ref:

Our Ref: amod/dmd/ci/rankin

Chief Executive  
Annemarie O'Donnell  
LLB DipLP

2  
Chief Executive's Office  
Glasgow City Council  
City Chambers  
George Square  
Glasgow G2 1DU  
Telephone: 0141 287 4522  
Fax No: 0141 287 3627

10 April 2015

Mr Shane Rankin  
Head of European Structural Funds  
Scottish Government  
Email: [shane.rankin@scotland.gsi.gov.uk](mailto:shane.rankin@scotland.gsi.gov.uk)

Dear Mr Rankin

**REFERENCE : LUPS/ERDF/2010/4/2/0088**  
**ENTERPRISE CREATION IN DISADVANTAGED COMMUNITIES**

I refer to your letter of 5 March 2015 regarding the above and to subsequent contact between Mark Ashton, Scottish Government and Morag Johnston, Glasgow City Council.

I write to advise of the findings of our initial review of this ERDF project and its links to the DWP New Enterprise Allowance (NEA) Programme both managed by Jobs & Business Glasgow (JBG).

'Enterprise Creation in Disadvantaged Communities' was funded through ERDF from June 2011 to September 2014. The project supported some of the most disadvantaged residents in Glasgow. The ERDF application set out a 3 stage process describing the level of business start-up and aftercare support that was provided to disadvantaged residents and to be delivered by paid Business Advisers.

NEA was funded by the Department of Work & Pensions through Jobcentre Plus from July 2011 until December 2014. New Enterprise Allowance was described as a Mentoring process supporting people for 8 weeks to come off benefits and start their business. They would then receive a weekly allowance from Jobcentre Plus for the first 26 weeks of their business. The Mentoring element was to be delivered by unpaid volunteers and as such, no paid Business Advisers were to be funded through the project. The minimum requirement for NEA was to have 2 meetings with the client which contrasts with the intensive community based business start-up and aftercare service provided through the ERDF project.

In the early days of delivery of the 2 projects, NEA Volunteer Mentors, being small business owners were focused on supporting the budding entrepreneur and understandably found NEA administration onerous. So ERDF funded Business Advisers assisted in the completion of NEA documentation. This was based upon the assumption that in assisting clients to complete Business Plans they would also assist them to access other public sector business support services including completing applications and documentation for funding from Business Gateway, Princes Trust, Wheatley Group (GHA) etc which was consistent with the objectives of the ERDF project.

Therefore individual clients received support from both projects to start their business. This is a common approach in business start-up where it can be shown that the projects add value to each other and provide additional benefits in terms of the survivability of the new business. For example, JBG has a successful track record working together with Business Gateway to support individual clients to start and sustain their business.

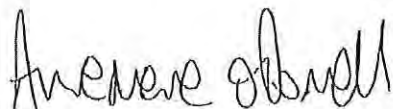
In terms of Enterprise Creation and NEA the added value came from the additional support to people on benefits to increase their business skill level, have a more viable and thought through business plan, a better funding package and a greater chance of long term success.

Supporting business start-ups is one of JBG's Key Performance Indicators and JBG's performance against this indicator for the last few years shows its effectiveness as a client centred organisation and the added value 'Enterprise Creation' and NEA has brought over the period.

As I am sure you are aware, JBG, since the merger in April 2011, have had an involvement in a number of ERDF projects which have been subject to a range of both Article 60b and Article 62b visits over the last few years concerning ERDF/ESF projects with a value of over £12 million. This is the first issue that has arisen through these visits.

However, as outlined above initial indications are that Business Advisers assisted clients who also benefitted from the NEA project. In order to understand how this arose and also to assess the implications for ERDF grant funding I have asked for further work to be undertaken by our Internal Audit team. To assist the internal audit process it would be helpful to receive a copy of your findings from the Article 60b visit including the questionnaires that were completed by JBG staff. I hope to have a report from them within the next 4 weeks and will respond back to you on the findings at that time.

Yours sincerely



**ANNEMARIE O'DONNELL**  
**CHIEF EXECUTIVE**

Business Directorate  
European Structural Funds Division

T: 0300-244-1136 F: 0300-244-1180  
E: shane.rankin@scotland.gsi.gov.uk



Annemarie O'Donnell  
Chief Executive  
Glasgow City Council  
City Chambers  
George Square  
Glasgow  
G2 1DU

22 April 2015

Dear Ms O'Donnell,

**Reference: LUPS/ERDF/2010/4/2/0088**  
**Enterprise Creation in Disadvantaged Communities**

Thank you for your letter 10 April 2015 informing me of your preliminary findings. I note that you have asked your Internal Audit Team undertake further investigations to ascertain how Jobs and Business Glasgow Business Advisors assisted clients in the DWP NEA project as well as the ERDF project while claiming 100% salary costs from us. My colleague Mark Ashton has discussed the further investigation with Morag Johnston to agree the points we think still need to be addressed. I look forward to receiving a report by the 4 week deadline given in your letter.

I note that you have requested a copy of our Article 60B report and the questionnaires that were completed by JBG staff. The Article 60b report was sent to Margaret Borland on 6 June 2014. It does not address the issue of Business Advisors being involved in 2 projects as we were still discussing the matter with DWP at the time and had not decided on how we were going to deal with this. We have questionnaires from 14 Business Advisors who all state that they spent 100% of there time on the ERDF project supporting clients to start up businesses. I can see no benefit in providing copies of these questionnaires and will not be sending them to you.

Yours sincerely

Shane Rankin  
Head of European Structural Funds

**Ashton M (Mark)**

---

**From:** Ashton M (Mark)  
**Sent:** 24 April 2015 16:03  
**To:** Thomas N (Nigel)  
**Cc:** Millard JE (Jim)  
**Subject:** GCC/JBG

See email below from William Hart at GCC. Can you send we paperwork from DWP and I will check if whistle blower is mentioned. Not sure if we would need DWP approval even if we could release anything.

Also probably easier to send questionnaires.

Just doing some checking before consulting Shane.

*Mark Ashton*

**Scottish Government**

Directorate for Economic Development  
 European Structural Funds and State Aid Division  
 Inclusive 1 Team

3rd Floor

5 Atlantic Quay

150 Broomielaw

Glasgow G2 8LU

TEL: 0300 2441127

mark.ashton@scotland.gsi.gov.uk

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**From:** Hart, William (Finance) [mailto:William.Hart@glasgow.gcsx.gov.uk]  
**Sent:** 23 April 2015 14:42  
**To:** Ashton M (Mark)  
**Cc:** Wood, Jacqueline (Finance)  
**Subject:** FW: ERDF Funding

Mark,

As per your e-mail below, I would like to request:

- Copies of the questionnaires completed by JBG staff as part of the Article 60B visit
- Findings and any supporting documents from your visit

4 - Details provided to you by the DWP as part of their investigation

If there are any issues with providing this information, could you please let me know.

Regards,

Will,

**William Hart**  
**Assistant Head of Audit & Inspection**  
Internal Audit  
Glasgow City Council  
Exchange House  
3rd Floor  
231 George Street  
Glasgow G1 1RX

E-mail: [william.hart@fs.glasgow.gov.uk](mailto:william.hart@fs.glasgow.gov.uk)  
Phone: 0141 287 4303  
Fax: 0141 287 7007

Whistleblowing Hotline: 0141 287 3777

[www.glasgow.gov.uk](http://www.glasgow.gov.uk)

**From:** [Mark.Ashton@scotland.gsi.gov.uk](mailto:Mark.Ashton@scotland.gsi.gov.uk) [mailto:[Mark.Ashton@scotland.gsi.gov.uk](mailto:Mark.Ashton@scotland.gsi.gov.uk)]

**Sent:** 22 April 2015 11:34

**To:** Johnston, Morag (Finance)

**Subject:** RE: ERDF Funding

Morag

Following our useful discussion this morning I can clarify the following points that should be part of the further investigation that will be carried out by your Internal Audit Team:

- Was any mentoring carried out by unpaid volunteers as per the DWP contract?
- If so, can the activity be quantified and supported by documentary evidence? Ideally we would require to see a list of unpaid volunteers linked to the participants they mentored as well as time spent on mentoring.
- How much mentoring was done by JBG Business Advisors?
- Again can the activity be quantified and supported by documentary evidence?

If your Internal Audit Team require sight of DWP documentation they should request this in writing as we would have to obtain DWP permission to release documentation.

*Mark Ashton*  
**Scottish Government**  
Directorate for Economic Development  
European Structural Funds and State Aid Division  
Inclusive 1 Team  
3rd Floor  
5 Atlantic Quay  
150 Broomielaw  
Glasgow G2 8LU  
TEL: 0300 2441127

[mark.ashton@scotland.gsi.gov.uk](mailto:mark.ashton@scotland.gsi.gov.uk)

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**From:** Johnston, Morag (Finance) [<mailto:Morag.Johnston@glasgow.gcsx.gov.uk>]  
**Sent:** 20 March 2015 14:15  
**To:** Ashton M (Mark)  
**Subject:** RE: ERDF Funding

Mark

Many thanks for this. I am reviewing information received from JBG and would hope to be back in touch early next week.

Regards  
 Morag

**Morag Johnston**  
 Assistant Director of Financial Services  
 Glasgow City Council  
 285 George Street  
 Glasgow  
 G2 1DU  
 Tel: 0141 287 4316  
 Fax: 0141 287 0264  
 Email: [morag.johnston@fs.glasgow.gov.uk](mailto:morag.johnston@fs.glasgow.gov.uk)

**From:** [Mark.Ashton@scotland.gsi.gov.uk](mailto:Mark.Ashton@scotland.gsi.gov.uk) [<mailto:Mark.Ashton@scotland.gsi.gov.uk>]  
**Sent:** 18 March 2015 11:21  
**To:** Johnston, Morag (Finance)  
**Subject:** ERDF Funding

Morag

Short background paper as discussed. Happy to answer any questions you may have.

*Mark Ashton*  
**Scottish Government**  
 Business Directorate  
 European Structural Funds Division  
 Compliance and Verification Team  
 3rd Floor  
 5 Atlantic Quay



150 Broomielaw  
Glasgow G2 8LU  
TEL: 0300 2441127  
[mark.ashton@scotland.gsi.gov.uk](mailto:mark.ashton@scotland.gsi.gov.uk)

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Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

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Glasgow - Local Government Chronicle Council of the Year 2015

March / Apr 2015.

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## Ashton M (Mark)

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**From:** Ashton M (Mark)  
**Sent:** 29 May 2015 08:56  
**To:** Rankin S (Shane); Millard JE (Jim); Thomas N (Nigel)  
**Subject:** FW: ERDF Funding

FYI

*Mark Ashton*

**Scottish Government**

Directorate for Economic Development  
European Structural Funds and State Aid Division  
Inclusive 1 Team  
3rd Floor  
5 Atlantic Quay  
150 Broomielaw  
Glasgow G2 8LU  
TEL: 0300 2441127  
mark.ashton@scotland.gsi.gov.uk

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**YEAR OF  
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---

**From:** Johnston, Morag (Finance) [mailto:Morag.Johnston@glasgow.gcsx.gov.uk]  
**Sent:** 28 May 2015 18:07  
**To:** Ashton M (Mark)  
**Subject:** RE: ERDF Funding

Mark

I just wanted to give you an update on progress. I understand that you were in touch with Internal Audit last week and provided some information. That has now been used to update their report which has been finalised. I now need to report back to the Chief Executive and would hope to be in a position to respond to you shortly thereafter.

Regards  
Morag

**Morag Johnston**  
Assistant Director of Financial Services  
Glasgow City Council  
285 George Street

Glasgow  
G2 1DU  
Tel: 0141 287 4316  
Fax: 0141 287 0264  
Email: [morag.johnston@fs.glasgow.gov.uk](mailto:morag.johnston@fs.glasgow.gov.uk)

**From:** [Mark.Ashton@scotland.gsi.gov.uk](mailto:Mark.Ashton@scotland.gsi.gov.uk) [<mailto:Mark.Ashton@scotland.gsi.gov.uk>]  
**Sent:** 22 April 2015 11:34  
**To:** Johnston, Morag (Finance)  
**Subject:** RE: ERDF Funding

Morag

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- Again can the activity be quantified and supported by documentary evidence?

If your Internal Audit Team require sight of DWP documentation they should request this in writing as we would have to obtain DWP permission to release documentation.

*Mark Ashton*  
**Scottish Government**  
Directorate for Economic Development  
European Structural Funds and State Aid Division  
Inclusive 1 Team  
3rd Floor  
5 Atlantic Quay  
150 Broomielaw  
Glasgow G2 8LU  
TEL: 0300 2441127

[mark.ashton@scotland.gsi.gov.uk](mailto:mark.ashton@scotland.gsi.gov.uk)

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**From:** Johnston, Morag (Finance) [<mailto:Morag.Johnston@glasgow.gcsx.gov.uk>]  
**Sent:** 20 March 2015 14:15  
**To:** Ashton M (Mark)  
**Subject:** RE: ERDF Funding

Mark

Many thanks for this. I am reviewing information received from JBG and would hope to be back in touch early next week.

Regards  
Morag

**Morag Johnston**  
Assistant Director of Financial Services  
Glasgow City Council  
285 George Street  
Glasgow  
G2 1DU  
Tel: 0141 287 4316  
Fax: 0141 287 0264  
Email: [morag.johnston@fs.glasgow.gov.uk](mailto:morag.johnston@fs.glasgow.gov.uk)

**From:** [Mark.Ashton@scotland.gsi.gov.uk](mailto:Mark.Ashton@scotland.gsi.gov.uk) [<mailto:Mark.Ashton@scotland.gsi.gov.uk>]  
**Sent:** 18 March 2015 11:21  
**To:** Johnston, Morag (Finance)  
**Subject:** ERDF Funding

Morag

Short background paper as discussed. Happy to answer any questions you may have.

*Mark Ashton*  
**Scottish Government**  
Business Directorate  
European Structural Funds Division  
Compliance and Verification Team  
3rd Floor  
5 Atlantic Quay  
150 Broomielaw  
Glasgow G2 8LU  
TEL: 0300 2441127  
[mark.ashton@scotland.gsi.gov.uk](mailto:mark.ashton@scotland.gsi.gov.uk)

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\*\*\*\*\*

Directorate for Economic Development

T: 0300-  
E: @scotland.gsi.gov.uk



Annemarie O'Donnell  
Chief Executive  
Glasgow City Council  
City Chambers  
George Square  
Glasgow  
G2 1DU

June 2015

Dear Ms O'Donnell,

**European Structural Funds**  
**Reference: LUPS/ERDF/2010/4/2/0088**  
**Enterprise Creation in Disadvantaged Communities**

Thank you for your letter to Shane Rankin on 3 June 2015 and the report enclosed. I appreciate the work that has gone into this investigation to enable the production of this report.

The report confirms that Jobs and Business Glasgow Business Advisors simultaneously worked on both the European Regional Development Fund (ERDF) project and the DWP New Enterprise Allowance (NEA) contract, and 100% of staff costs were claimed against the ERDF project in error. This is a clear breach of the National Rules and the European Structural Funds Division is considering the implications of this breach and will be in touch separately.

In the meantime I have a number of concerns that do not appear to have been addressed or require a fuller explanation: I raise these as the official ultimately responsible for [the use of structural funds / the use of public funds] in Scotland, and set them in the context of your Council being financially and legally responsible for delivering and accounting for this and other projects.

- There is not an adequate explanation given as to why this overclaiming was allowed to happen by the management of Glasgow City Council as lead partner for the project and Jobs and Business Glasgow.
- 10 Business Advisors signed a questionnaire in May 2014 stating they worked on the ERDF project 100% even though they did not. Why did staff make such a declaration when they knew this was not the case?
- Glasgow City Council has estimated that they should pay back £65,988 in ERDF grant. The calculation of the percentage of time spent on the ERDF and NEA projects is based on auditors meeting with all 11 current Business Advisors and asking them to confirm, through a review of 10 of their client files and using e-mails,

diaries and recollection of clients, the time spent on each project. Unless there are signed and approved timesheets available to confirm time spent on each project then all expenditure on Business Advisors would be ineligible.

- While the report recommendations go some way to address weaknesses in management and financial systems for both Glasgow City Council and Jobs and Business Glasgow going forward the wider implications in relation to other European funded projects run by Glasgow City Council and Jobs and Business Glasgow do not appear to have been considered. How do you intend to ensure probity of expenditure and eligibility for ERDF grant in other European projects?

I would be grateful if you could address my concerns and respond within 2 weeks from the issue of this letter.

Yours sincerely

Graeme Dickson/Alyson Stafford

**Ashton M (Mark)**

---

**From:** Rankin S (Shane)  
**Sent:** 26 January 2016 13:53  
**To:** Thomas N (Nigel)  
**Subject:** FW: European Structural Funds - GCC  
  
**Sensitivity:** Private

More email exchanges re GCC for the ERDM Records.

Thanks

Shane Rankin | Head of European Structural Funds and State Aid | Deputy Director – Economic Development Directorate | Scottish Government – Glasgow | T. 0300 244 1135 | BB. 07747 627 486

-----Original Message-----

**From:** Dickson GF (Graeme)  
**Sent:** 06 August 2015 13:57  
**To:** Rankin S (Shane); Mason JK (John)  
**Subject:** RE: European Structural Funds - GCC  
**Sensitivity:** Private

Shane,

I will do. I have not had anything yet and Leslie didn't mention it to me following her meeting yesterday.

Graeme

Graeme Dickson | Director General Enterprise, Environment & Innovation | The Scottish Government | 1N.04A St Andrew's House | Regent Road | Edinburgh | EH1 3DG | Tel: 0131 244 5598 | Mob. [REDACTED]

-----Original Message-----

**From:** Rankin S (Shane)  
**Sent:** 06 August 2015 13:53  
**To:** Mason JK (John); Dickson GF (Graeme)  
**Subject:** European Structural Funds - GCC  
**Sensitivity:** Private

Graeme, John,

The Fraud Group has been organised for the 17th to discuss this response from GCC. I guess this is the earliest we can get the key people together.

Claire Smith mentioned in passing earlier in the week that GCC may have uncovered some other issues with their Structural Funds applications, she couldn't be more specific, but said that Annemarie O'Donnell was going to write to you. It would be helpful to know before the 17th if anything further has been received, was mentioned to Lesley yesterday or is expected by you or John from GCC.

Shane

Shane Rankin | Head of European Structural Funds and State Aid | Deputy Director – Economic Development Directorate | Scottish Government – Glasgow | T. 0300 244 1135 | BB. [REDACTED]

-----Original Message-----

From: Mason JK (John)  
Sent: 20 July 2015 09:40  
To: Tominey K (Kathleen)  
Cc: Rankin S (Shane)  
Subject: FW: European Structural Funds

Katie

Please pass on to who is looking after this until Shane is back, however Graeme happy to wait for Shane's return before responding (if needed)

John

JOHN MASON  
Director of Economic Development  
Scottish Government  
Room GW.03, St Andrew's House  
Edinburgh  
EH1 3DG  
Tel: 0131 244 0779

-----Original Message-----

From: Mason JK (John)  
Sent: 18 July 2015 15:49  
To: Dickson GF (Graeme)  
Subject: FW: European Structural Funds

Graeme

In line with discussions I had with Lynn on actions being taken. Happy to discuss

John

JOHN MASON



Director of Economic Development  
Scottish Government  
Room GW.03, St Andrew's House  
Edinburgh  
EH1 3DG  
Tel: 0131 244 0779

-----Original Message-----

From: Parker H (Heather) On Behalf Of DG Enterprise, Environment & Innovation  
Sent: 17 July 2015 16:28  
To: Mason JK (John); Dickson GF (Graeme); Rankin S (Shane); DG Finance Mailbox  
Subject: FW: European Structural Funds

Hi folks

Please see attached letter from Annemarie O'Donnell in response to Graeme's letter dated 6th July.

Thanks  
Heather  
17th July 2015

Heather Parker | Diary Secretary & Information Officer to Director General Enterprise,  
Environment & Innovation | The Scottish Government | GW.11 St Andrew's House | Regent Road  
| Edinburgh | EH1 3DG | Tel: 0131 244 0762

-----Original Message-----

From: Kerton, Margaret [mailto:Margaret.Kerton@glasgow.gcsx.gov.uk]  
Sent: 17 July 2015 16:17  
To: DG Enterprise, Environment & Innovation  
Subject: FW: European Structural Funds

-----Original Message-----

From: Kerton, Margaret  
Sent: 17 July 2015 16:15  
To: 'DGEEI@scotland.gsi.gov.uk'  
Cc: 'Heather.Parker@scotland.gsi.gov.uk'  
Subject: European Structural Funds

Dear Mr Dickson

Please find attached, letter from Annemarie O'Donnell, Chief Executive, Glasgow City Council in response to your letter of 6 July 2015

Regards

Margaret