

Working Group for the Initial Complaint Review and Case Mediation Scheme

MINUTE

Teleconference details:

Dial:
Participant's code:

FOR THE CHAIR ONLY – Dial:
Code:

Attendees

Sir Anthony Hooper (Chair)
Alan Bates (JFSA)
Kay Linnell (JFSA)
Ian Henderson (Second Sight)
Ron Warmington (Second Sight)
Chris Holyoak (Second Sight)
Chris Aujard (Post Office)
Belinda Crowe (Post Office)
Angela Van Den Bogerd (Post Office)
David Oliver (Post Office)
Andy Parsons (Bond Dickinson)
Claire Parmenter (Bond Dickinson)

Agenda

1. Status of current applications that have not yet been accepted
2. Status of accepted applications awaiting a Case Questionnaire Response
3. New Case Questionnaire Responses
4. Post Office / Second Sight investigation progress
5. Standing case updates
6. Cases with Second Sight to review PO investigation reports
7. Any other queries raised by Applicants / Advisors
8. Issues with resourcing / timings
9. AOB

Thursday 17th April, 13:00 – 14:00

1. Status of current applications that have not yet been accepted

N/A

2. Status of accepted applications awaiting a Case Questionnaire Response

There are currently 27 cases where the CQRs are overdue:

- 6 are with SS for review before passing to the WG.
- The secretariat has agreed with Second Sight that an update on those CQRs will be produced for the next face-to-face Working Group meeting on 1st May 2014.
- 9 are Aver cases - please see section 7.
- 12 are Howe & Co cases.
- The remaining five cases break down as follows:

Case No.	Adviser	CQR Due Date	WG decision/ action(s)
M044	Ark Aurora	2 nd April	BC to draft a letter for TH to sign in line with previous letters to PAs
M071	James Cowper	17 th April	BC to draft a letter for TH to sign in line with previous letters to PAs if CQR note received by next WG call.
M108	Ark Aurora	17 th April	BC to draft a letter for TH to sign in line with previous letters to PA if CQR not received by next WG call.
M109	James Cowper	4 th March – letter sent on 11 th April as per discussion at face-to-face WG meeting on 1 st April.	BC to update WG on 24 April
M126	BTG	11 th April	Now with SS. Final version to be submitted to WG on 24 April.
M135	James Cowper	27 th March – letter sent on 11 th April as per discussion at face-to-face WG meeting on 1 st April.	BC to update WG on 24 April.

WG Decisions/Actions

- WG to be firmer on chasing late CQRs
- SS to complete review of the 6 cases currently with them and submit to WG by 24 April.

- Aver extension requests:

Action: BC to check with Emma Porter whether Bill Cleghorn and email her to:

IRRELEVANT

- *confirm extensions granted*
 - *request that applicants are notified of extension requests*
 - *stress the need for CQRs to be submitted before the new deadlines where possible*
 - *clarify the position re M0130 (with no deadline) and report back to WG on next week's call.*
- Howe & Co's cases - PO had responded to Howe and Co's request for further information and asked them to request any extensions via scheme enquiries. *Action: BC to draft letter for TH to explain that PO has responded to their request for information and the WG expects the CQRs within the timescales agreed in previous letter.*
- CA expressed concern that the pipeline of CQRs coming in was drying up with so many being late.
Action: BC to provide a detailed report of outstanding CQRs for the next face-to-face WG meeting on 1 May.

3. New Questionnaire Responses

BC explained that as there had been no comments on the update put forward on 10 April, PO had started investigations on CQRs submitted last week, subject to WG's confirmation of suggested deadlines.

Case No.	Status	Working Group decision / action(s)
M024	PO agreed acceptance on 10 th April.	WG noted CQR accepted on 10 April.
M036	PO noted that this is an old case from 2003 and may be difficult to investigate but agreed to accept to investigate on 10 th April.	WG noted CQR accepted on 10 April.
M038	First CQR accepted by WG on 20/3. PO noted that this is a complicated case requiring a detailed investigation of audit trails to answer the issues raised. PO believes this will take longer than 8 weeks and suggested a deadline of 12/6 on 10 th April.	WG confirmed the deadline for PO investigation as 12 June.
M107	Unrepresented applicant. Limited information on CQR. To be discussed.	AVDB to update the WG on this case at the next face-to-face WG meeting on 1 st May.
M115	Considered by WG on 27/3 – RW and AVDB have confirmed and agreed that RW will request further information. PO suggested a deadline of 6 weeks from 10 th April – 22/5 – to allow two weeks for PA to provide the required	WG confirmed the deadline of 22 nd May. AVDB to resend her email to RW about information required from PA. RW to check whether the information had been provided.

	information.	
M118	PO noted that this is a very complex case. The supporting information is likely to be extensive and therefore the investigation will take a considerable amount of time. PO believes this will take 8-10 weeks and will report back by 5/5.	AVDB to update WG on expected timescale for investigation at the next face-to-face WG meeting on 1 st May.

- M107: AB explained that he had recently spoken to the applicant who had previously thought that they had presented all the necessary information. WG agreed that PO could continue to investigate the case as presented. Funding could be made available should the applicant require it to seek advice should PO or SS have any questions.

4. Post Office / Second Sight Investigation Process

New cases passed to Second Sight by Post Office:

Case No.	Status	Working Group decision / action(s)
M048	Uploaded to Huddle on 15/4/14	N/A
M030	Uploaded to Huddle on 15/4/14	N/A
M007	To be uploaded to Huddle on 17/4/14	N/A
M076	To be uploaded to Huddle on 17/4/14	N/A

- WG noted that multiple versions of CQRs on Huddle is confusing.
Action AVDB: to "clean" the site and ensure that only the final versions of documents appear in Huddle.

Cases identified for review at the face-to-face WG meeting on 1st May 2014:

Case No.	Status	Working Group decision / action(s)
M054	PO report uploaded to Huddle on	AVDB to update WG at next WG meeting on 24 th April.

	10/4/14	
M022	PO report to be uploaded to Huddle on 17/4/14	N/A
M127	PO report to be uploaded to Huddle on 17/4/14	N/A

- M054: TH commented that document JN22 did not appear to relate to the relevant assertion made in the report.

Actions AVDB:

- *to look at evidence doc. and report back at the next WG meeting on 24th April.*
 - *to consider numbering conventions so that evidence is sorted in the order as referred to in the investigation reports.*
- SS commented that they found the quality of PO's investigation reports in M054 and across the caseload generally SS to be inadequate. TH suggested that if that is the case the relevant points should be made in their report for consideration by the WG at the next face-to-face WG meeting on 1st May.
- The WG agreed that even though there were still outstanding questions for M022, the PO report should be uploaded to Huddle this week in draft, along with M127. SS anticipate that the additional questions put to the advisor should be submitted next week (the PA is meeting the applicant today) and PO will amend the report as appropriate when the responses are received
- WG agreed that these three cases reports should be the priority for SS ahead of the next face-to-face WG meeting on 1 May.

Action: SS to have their reports on M022, M054 and M127 ready for review by the working group by COP 48 hours before the next face to face meeting on 1 May.

Cases under Post Office Investigation:

- Investigations are continuing on all cases but PO is prioritising the review of the reports already with SS to reflect the discussions at the face-to-face WG meeting on 1 April 2014. PO aims to upload 8 reviewed cases by 24 April 2014 and the remaining by 1 May.

Action: AVDB to remove the original reports from Huddle.

- TH reminded AVDB to concentrate on what was the loss – and what caused the loss - within newly drafted reports.
- WG acknowledged the amount of work required to review the reports already with SS that and agreed the requested deadlines (below) but reiterated the need for speed in resolving these cases and asked that, where possible they be submitted earlier.

Case No.	Status	Working Group decision / action(s)
M003	Investigation complete. Finalising report. Extension (not 1 st) to 15 th May required.	Extension granted to 15 th May.
M018	Investigation complete. Finalising report. Extension (not 1 st) to 15 th May required.	Extension granted to 15 th May.
M031	Investigation complete. Finalising report. Extension (not 1 st) to 8 th May required.	Extension granted to 8 th May.
M032	Investigation on-going. Extension (1 st) to 15 th May required.	Extension granted to 15 th May.
M034	Investigation on-going. Extension (1 st) to 15 th May required.	Extension granted to 15 th May.
M040	Investigation complete. Finalising report. Extension (not 1 st) to 15 th May required.	Extension granted to 15 th May.
M046	Investigation complete. Finalising report. Extension (not 1 st) to 15 th May required.	Extension granted to 15 th May.
M051	Investigation complete. Finalising report. Extension (not 1 st) to 15 th May required.	Extension granted to 15 th May.
M053	Investigation complete. Finalising report. Extension (not 1 st) to 15 th May required.	Extension granted to 15 th May.
M058	Investigation complete. Finalising report. Extension (not 1 st) to 15 th May required.	Extension granted to 15 th May.
M065	Investigation complete. Finalising report. Extension (not 1 st) to 15 th May required.	Extension granted to 15 th May.
M072	Investigation complete. Finalising report. Extension (not 1 st) to 15 th May required.	Extension granted to 15 th May.

Case No.	Status	Working Group decision / action(s)
M093	Investigation on-going. Extension (1 st) to 15 th May required.	Extension granted to 15 th May.

- SS confirmed that they had not yet started to review any of these cases

5. Standing case updates

Case No.	Status	Working Group decision / action(s)
M004	AVDB to update	AVDB to update WG on 24 th April.
M094	Post Office internal investigation is complete. Findings finalised and discussed with SPMR. SPMR now wishes to enter the scheme. Dealing with a new query from SPMR – letter finalising position will be sent out by 17 th April.	AVDB to update WG on 24 th April.
M112	Post Office internal investigation is complete. Findings are ready to be discussed with SPMR. Having difficulties getting hold of SPMR.	AVDB to update WG on 24 th April.
M114	Post Office internal investigation is complete. Letter setting out findings is being finalised ready to be sent out by 17 th April.	AVDB to update WG on 24 th April.
M142	Post Office internal investigation is complete. Findings finalised and discussed with SPMR. SPMR now wishes to enter the scheme. Letter to SPMR sent out on 15 th April.	AVDB to update WG on 24 th April.
M143	AVDB to update	AVDB to update WG on 24 th April. This is a case where the PA has asked for it to be expedited on health grounds.

- TH asked for an update on M146. AP explained that there was no news.

Action: AP to raise the matter at management level in the SPF's office and report back to the WG on 24th April.

6. Cases with Second Sight to review PO investigation reports

Case No.	Date sent to SS	Deadline	WG decision/action(s)
M001	31/12/13	Completion dependent on revision following face-to-face WG meeting on 01/04.	PO report to be taken off huddle until final version is submitted. Action: AVDB
M002	19/02/14	As above.	As above
M009	20/12/13	As above.	As above
M011	07/03/14	As above.	As above
M014	20/12/13	As above.	As above
M015	09/01/14	As above.	As above
M017	21/03/14	As above.	As above
M019	20/03/14	As above.	As above
M021	20/03/14	As above.	As above
M028	18/03/14	As above.	As above
M029	03/03/14	As above.	As above
M030	15/04/14	As above.	As above
M035	07/03/14	As above.	As above
M048	15/04/14	As above.	As above
M052	01/04/14	As above.	As above
M057	31/03/14	As above.	As above
M062	20/03/14	As above.	As above
M076	01/04/14	As above.	As above

- WG agreed that all documents uploaded to Huddle will be in PDF format – apart from where that would be impractical, such as with Excel spreadsheets.

7. Any other queries raised by Applicants / Advisors

- See item 2 re Aver and How and Co.
- Letter from M114 – AVDB to deal with as a management issue.

8. Issues with resourcing / timings

N/A

9. AOB

- Oliver Heald letter re late application:
Actions BC:
 - *to put on agenda for the next face-to-face WG meeting on 1 May.*
 - *to draft a letter to Oliver Heald QC for TH to sign to explain that his letter will be considered by WG on 1st May.*

