

Initial Complaints Review & Case Mediation Scheme Programme Board

Date: Friday 11 April 2014
Time: 10:00 – 11.30
Place: Room 505, 148 Old street

Attendees:

Name	Abbrev.	Job Title
Chris Aujard	CA	General Counsel (Chair)
Fay Healey	FH	Programme Board Non-Executive
Belinda Crowe	BC	Initial Complaints Review & Case Mediation Scheme, Programme Director
Angela Van Den Bogerd	AVDB	Head of Partnerships
Charles Colquhoun	CC	Finance
Andy Holt	AH	Business Improvement, Programme Manager
Rodric Williams	RW	Post Office, Legal
Sophie Bialaszewski	SB	Initial Complaints Review & Case Mediation Scheme, Communications
Layla Wildon	LW	Regulatory Risk Business Partner
Andy Parsons	AP	Senior Associate, Bond Dickinson
Jess Barker	JB	Initial Complaints Review & Case Mediation Scheme, Mediation Lead
Lena Hameed	LH	Initial Complaints Review & Case Mediation Scheme, Settlement Lead
Ben Maddison	BM	Initial Complaints Review & Case Mediation Scheme, PPM & Governance Lead

Guest

Name	Abbrev.	Job Title
Carolyn Low	CL	Initial Complaints Review & Case Mediation Scheme, Future of Scheme Options Lead

Apologies

Name	Abbrev.	Job Title
David Oliver	DO	Initial Complaints Review & Case Mediation Scheme, Programme Manager

Meeting Agenda

1. Programme Director's Update
2. Post Office Board sub-committee – Future of the Scheme
3. Data & Information security risks
4. Performance Dashboard
5. Key Risks & Issues
6. Budget
7. AOB

Minutes and actions from 11/04/14 Programme Board

Agenda No.	Minute	Action	Due Date	Action Owner	Status
1	<p>BC updated on the face-to-face Working Group meeting.</p> <ul style="list-style-type: none"> • SS finding it a challenge to meet SS not yet structuring reports which meet the needs of the WG. • WG suggested POL presents conclusions more assertively. • Factfile ready for 15/4. All SS queries addressed and clear audit trail of responses. <p>SS requests for more evidence could impact on advisor fees.</p> <p>BC updated on Board Sub-committee.</p> <ul style="list-style-type: none"> • Risks relating to the Scheme discussed (time and cost) • Need to consider options which address the core problems • Should assess options against ministerial commitments • Need to consider timelines, especially in relation to recess (18/7) and the need for ministerial approval. • Any change to Scheme likely to be contentious and needs to be communicated neutrally. <p>BC updated on Horizon assurance.</p> <ul style="list-style-type: none"> • Linklaters work concluded there is a minimal legal risk from cases assessed so far. This is based on a sound Horizon system. • Deloitte, engaged by CIO, to undertake assurance work and complete by 30/4 • Not a forensic inspection, focused on adequacy of control measures 	BC to resolve with Anthony Hooper	16/04/14	BC	Closed
2	<p>CL gave additional detail to the future of the mediation scheme options work.</p> <p>A collective effort from all members required to input into developing the future options. These will need to take account of how the options compare in terms of commitment to ministerial statements, cost, and possible</p>	CL to lead on collecting input through appropriate means (e.g. workshops) in developing options	30/04/14	CL	Open

	<p>timescale.</p> <p>Consideration of the justification and optics of ex gratia payments from a public authority needs to be made for the Sub Committee and ExCo.</p>	RW to review draft settlement document to include justification of <i>ex gratia</i> payments supported with examples	25/04/14	RW	Open
3	<p>SS have a large amount of POL data and although there is a record of what they have at a high level, we do not have all the detail. SS data holding is on the InfoSec risk register. To comply with our InfoSec policies, and particularly as SS are now asking for further information in bulk (all emails for certain staff over a several year period and yet more prosecution files), and that one SS Director has been using his private web-based email account which was compromised recently), we need to act to address the risk.</p> <p>Arrangements in place to protect privileged or otherwise confidential information from the evidence bundles travelling with the investigation reports were discussed and it was agreed they could be tightened.</p>	AH to supply list of and arrange access to data given to SS in regards to MP cases only	25/04/14	AH	Closed
		All SS requests for further data to be channeled through BC and provision to be limited to what is needed for investigations.	25/04/14	BC	Open
		AP to draft letter from Julie George (as Head of InfoSec) to to SS to confirm what data held, information controls in place and destruction/return of all information not being used.	25/04/14	AP	Open
		RW to put in place a process to ensure removal of sensitive information from POL reports.	25/04/14	RW	Open
4	<p>3 late cases accepted into Scheme. At present there are 137 cases in the Scheme. It is taking longer than 4 weeks to complete case investigations and delays in CQR submissions (80+ outstanding).</p> <p>Question arose whether WG should be firmer on CQR submission deadlines.</p> <p>New procedure for managing the internal process implemented meaning cases should take 8-10wks. At the next WG meeting, the Intention is for a final case report format to be agreed.</p>	BC to raise at next WG meeting about the possibility of a final push for all CQRs. Also to make PV aware.	01/05/14	BC	Open

	<p>Potential issue that investigation team resource is only guaranteed until end of June. If resource is required beyond this point then a case needs to be made to the business.</p> <p>Noted that no case so far investigated supports a systemic problem with Horizon. Majority of cases revolve around training and support.</p>				
5	Time pressure to align the selected scheme option with when the first mediation case.	CA to have an ExCo Sub-committee meeting prior to Board Sub-committee meeting to discuss options.	25/04/14	CA	Open
	Due the number of Governance layers, question over whether current Governance structure needs revising.	BM/LW to review and propose new governance structure.	01/05/14	BM	Open
6	Run rate now estimated to be £1.7M more than anticipated (now near £7M). There is a need to update other business stakeholders on the programme budget composition and spend.	CC to invite BC to next Finance leadership meeting.	25/04/14	CC	Open
	Noted that POL needs to strengthen their ability to mobilise out of the ordinary programmes.	BM to capture lessons learned from this programme	On going	BM	Open

Summary of actions

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7	RW to put in place a process to ensure removal of sensitive information from POL reports.	25/04/14	RW
8	BC to raise at next WG meeting about the possibility of a final push for all CQRs. Also to make PV aware.	01/05/14	BC
9	CA to have an ExCo Sub-committee meeting prior to Board Sub-committee meeting to discuss options.	25/04/14	CA
10	BM/LW to review and propose new governance structure.	01/05/14	BM
11	CC to invite BC to next Finance leadership meeting.	25/04/14	CC
12	BM to capture lessons learned from this programme	On going	BM