

Working Group for the Initial Complaint Review and Case Mediation Scheme

MINUTE

Teleconference details:

Dial: GRO

Participant's code: 53415926#

Attendees

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

Apologies

Kay Linnell (JFSA)
Belinda Crowe (Post office)

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
 - Billing arrangements – Philip de Nahlik, Begbies
 - Howe & Co extension requests
8. Issues with resourcing / timings
9. AOB

Thursday 24th 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

N/A

3. New Questionnaire Responses

Case No.	Working Group decision / action(s)
M008	WG accepted the case into the scheme with a 4 week deadline – 5 th June.
M100	WG accepted the case into the scheme with a 6 week deadline – 19 th June.
M108	WG accepted the case into the scheme with a 6 week deadline – 19 th June.
M120	WG accepted the case into the scheme with a 4 week deadline – 5 th June.

4. Post Office / Second Sight Investigation Process

Cases under Post Office Investigation:

- AVDB confirmed that since the agenda had been circulated, a further 4 investigation reports had been uploaded. A total of 16 Post Office investigation reports are now on Huddle for SS to review.
- WG agreed that the focus of the investigations and all reports produced within the scheme should be on whether or not PO bears responsibility for the losses incurred.

Investigations are proceeding on all cases but the proposed deadline extensions reflect the impact of that prioritisation on the report writing stage of the process.

Case No.	Status	Working Group decision / action(s)
M005	Investigation complete. Finalising report. Extension (not 1 st) to 4 th June required.	Extension granted to 4 th June.
M006	AVDB to update on call. Investigation complete. Finalising report as a priority.	ADVB to update on timescales at next WG meeting on 15 th May.
M031	Investigation complete. Finalising report. Extension (not 1 st) to 4 th June required.	Extension granted to 4 th June.
M067	Complex investigation on-going. Extension (not 1 st) to 2 nd July required.	Extension granted to 2 nd July.

Case No.	Status	Working Group decision / action(s)
M090	Investigation complete. Finalising report. Extension (not 1 st) to 4 th June required.	Extension granted to 4 th June.
M095	Investigation complete. Finalising report. Extension (not 1 st) to 4 th June required.	Extension granted to 4 th June.
M116	Investigation on-going. Extension (not 1 st) to 4 th June required.	Extension granted to 4 th June.
M132	Investigation complete. Finalising report. Extension (not 1 st) to 4 th June required.	Extension granted to 4 th June.
M143	AVDB to update on call. Investigation complete. Finalising report as a priority. Letter from SAH to be sent by 9 th May.	Extension granted to 22 nd May. Letter to applicant confirming this timescale will be sent from SAH by 9 th May.

- M006 – AP confirmed that the on-going litigation is stayed until the end of July. Applicant had stated to AB that they were due back in Court in June. AB confirmed that he would contact the applicant and update the WG at the next meeting on 15th May.

5. Standing and other case updates

Case No.	Status	Working Group decision / action(s)
M004	No response from applicant despite latest attempts. Letter from SAH to be sent by 9 th May.	AVDB to update WG at the next meeting on 15 th May.
M094	Applicant would like his case to be considered in the Scheme. Corresponding with applicant to seek written confirmation.	AVDB to update WG at the next meeting on 15 th May.
M112	Applicant has advised that she wishes to withdraw from the Scheme. Letter asking for confirmation in writing was sent on 2 nd May. No response received yet.	AVDB confirmed that the applicants were happy with the internal investigation and expressed a wish to withdraw their case. AVDB to update WG at the next meeting on 15 th May.
M114	Letter detailing findings sent on 29 th April. No response received yet.	AB to contact applicant and ask them to respond. AVDB to update WG at the next meeting on 15 th May.
M142	Still no response from applicant on findings. PO will chase applicant again on 7 th May.	AB to contact applicant and ask them to respond. AVDB to update WG at the next meeting on 15 th May.

6. Any other queries raised by Applicants / Advisors

- Billing arrangements – raised by Philip de Nahlik, Begbies.
- Howe & Co extensions

Working Group decision / action(s):

- A short letter from SAH to go out to Philip de Nahlik stating that the scheme does not permit fees related to investigation of the applicant's claim to be carried over into mediation.
- DO will circulate Howe & Co's email requesting extensions to the remainder of the WG by COP on 8th May.
- SAH will write to Howe & Co addressing the following:
 - The WG has granted their requested extensions.
 - The WG's concerns about the length of time taken to submit CQRs in some of the older cases.
 - The WG's request for assurance that the applicants involved are aware of the requests for further time.

7. Issues with resourcing / timings

N/A

8. AOB

- SAH confirmed that now he has had comments from the WG on his letter to the Minister, he will send it out by 9th May. It was agreed that a signed copy will be circulated to all members of the WG.
- SAH confirmed that all members of the WG may comment on the latest M022 draft with respects to comments made at the face-to-face WG meeting on 1st May before noon on 9th May.
- SAH confirmed that he would write to the applicant in M022, their professional advisor and PO in tandem and that his letter would include:
 - That Part One and Part Two of the Mediator Briefing Pack would not be provided at this time.
 - That Part One of the Mediator Briefing Pack will be sent to them within 2 weeks.
 - That both parties have 7 days to reply from the date Part One of the Mediator's Briefing Pack is received.
 - The expected date for receipt of Part Two of the Mediator Briefing Pack.
 - A reference to confidentiality.
- SAH confirmed that this letter and SS's report will be sent on 12th May by special delivery

- WG committed to doing everything possible to support SS to upload a finalised draft of Part One of the Mediator Briefing Pack by 14th May – ready for the next WG meeting on 15th May.
- SS confirmed that draft reports for M054 and M127 will be circulated by 15th May.
- WG confirmed that SS's timelines are 4 weeks long and that any extension requests should be brought to the WG for consideration and approval. WG agreed that SS should review their caseload and bring forward any extension requests at the next WG meeting on 15th May.
- CA committed to writing to Oliver Heald – in reply to his letter discussed on 1st May – asking him to forward his letter to the constituent in question. The letter will ask the individual to relay the circumstances which led to their late application to the scheme – and to state the detail of their claim. PO will then consider whether they will accept the case into the scheme.
- WG agreed that acceptance of a new case into the scheme was PO's decision – and confirmed that the WG only has jurisdiction over those cases within the scheme.