

Working Group for the Initial Complaint Review and Case Mediation Scheme

Key points and actions from the conference call at 1pm on 9th January 2014

Attendees

Sir Anthony Hooper
Alan Bates (JFSA)
Kay Linnell (JFSA)
Ian Henderson (Second Sight)
Ron Warmington (Second Sight)
Chris Aujard (Post Office)
Belinda Crowe (Post Office)
Angela Van Den Bogerd (Post Office)
Suzie MacGregor (Post Office)
Claire Parmenter (Bond Dickinson)

Agenda

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

Thursday 9th January, 13:00 – 14:00

AH queried the following in the last (03/12/13) Working Group's minutes and actions:

- Point 5.1 - the wording did not quite reflect what had been discussed. The idea that AVDB and SS should discuss the possibility of a generic statement was discussed but the wording suggests that the report on each case should be generic which is not correct.
- Point 8 - the wording did not reflect the discussion - it suggests the wording only required tweaking whereas the discussion and subsequent decision was that the clause 4.9 of the ToRs needed a total redraft.

1. New / late applications

No new applications have been received.

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

Nothing to report.

3. Status of accepted applications awaiting a Case Questionnaire Response

Case No.	Status	Working Group decisions/actions
M014	Post Office investigation is complete and the applicant has indicated an intention to withdraw from the Scheme	Post Office will write to the applicant and provide an update on 16 January 2014.
M117	The applicant has confirmed in writing that they wish to withdraw from the Scheme.	No further action required
M125	The applicant has confirmed in writing that they wish to withdraw from the Scheme.	No further action required

4. New Case Questionnaire Responses

Case No.	Status	Working Group decisions/actions
M045	The applicant's case questionnaire response was received from their advisor (Howe & Co) with an indication that further submissions will follow. Second Sight has emailed the advisor to confirm that the Scheme does not provide for further submissions at this time.	It was agreed that Second Sight will send a letter to the applicant's advisor giving them a further 2 weeks to provide additional information. No further submissions will be accepted after that.

5. Post Office / Second Sight investigation progress

Case No.	Status	Working Group decisions/actions
M004	A meeting is arranged between Post Office and the applicant on 20 th January	Post Office will provide an update on 23 January 2014.

M007	Post Office Investigation complete. Report is being finalised and is due to be handed over to Second Sight on 16 th January	N/A
M015	Post Office report has been submitted to Second Sight.	N/A
M017	Extension required to 16 th January as Post Office are awaiting information from Fujitsu	Extension agreed. Post Office to provide an update to the Working Group on 16 January 2014
M019	Extension required to 16 th January as Post Office are awaiting information from Fujitsu	Extension agreed. Post Office to provide an update to the Working Group on 16 January 2014
M035	Post Office investigation is complete. The report is being finalised and will be handed over to Second Sight by 16 th Jan	N/A
M037	Post Office has offered meeting dates to the applicant. A date should be confirmed upon his return from holiday on 20 th January.	Post Office to provide an update to the Working Group on 23 rd January 2014
M114	Still under investigation; an extension is required to 30 th January	Extension agreed. Post Office to provide update to Working Group by 30/01
M144	AVDB is due to talk to the applicant tomorrow	Post Office to provide an update to the Working Group on 16 January 2014
M145	Post Office investigation has been completed and a date to discuss it is being arranged with the applicant.	Post Office to provide an update the Working Group on 16 January 2014.
M147	Post Office investigation has been completed. The applicant is content with the outcome and has indicated an intention to withdraw from the Scheme. Withdrawal letter to be issued by Post Office today	Post Office to provide an update to the Working Group on 16 January 2014.

6. Any other queries raised by Applicants / Advisors

No queries raised.

7. Issues with resourcing / timings

Generic letters have been issued by Post Office to all Advisors and Applicants informing them that Post Office will now be manage the administration for the Scheme

8. AOB

- Letter to Howe & Co drafted to challenge the number of applicants they have accepted; awaiting their list of all the cases they are handling and the purchase orders.
- Chasing letters (SL01) to confirm initial funding agreements drafted and ready to issue
- It was agreed that any letter containing a time limit for a response should be sent by special delivery.