

## Initial Complaints Review & Case Mediation Scheme Steering Group

Date: Monday 16th December 2013

Time: 12:00 – 13:00

Place: Room 106, 148 Old street

### Attendees:

Name	Abbrev.	Job Title
Paula Vennells	PV	Chief Executive Officer (Chair)
Martin Edwards	ME	Chief of Staff
Andy Holt	AH	Business Improvement, Programme Manager
Belinda Crowe	BC	Initial Complaints Review & Case Mediation Scheme, Programme Director
Sophie Bialaszewski	SB	Initial Complaints Review & Case Mediation Scheme, Communications
David Oliver	DO	Initial Complaints Review & Case Mediation Scheme, Programme Manager
Nicky Mal	NM	Initial Complaints Review & Case Mediation Scheme, PPM & Governance Lead

### Apologies

Name	Abbrev.	Job Title
Chris Aujard	CA	General Counsel
Mark Davies	MD	Communications
Charles Colquhoun	CC	Finance
Angela Van-Den Bogerd	AVDB	Head of Partnerships

### Meeting Agenda:

1. Programme update
2. Key case highlights
3. Governance
4. Key risks & issues
5. Budget
6. Next steps

### Minutes and actions from 16/12/13 Steering Group

No.	Minutes/Action	Completion Date	Status	Action Owner
4	<p>BC identified the risk relating to increasing volume and pace of forthcoming investigative workload and the need to consider the accountabilities in light of this in the context of the programme.</p> <p><b>BC to take forward with ME and CA and design a firm proposal for sign off.</b></p>	24/12/13	Open	BC
1	<p>BC took the SG through the new format of the SG pack and programme update, including the Investigators workshop planned for 17<sup>th</sup> December.</p> <p>PV asked BC to highlight at the workshop:</p> <ol style="list-style-type: none"> <li>1. We are proud that we are conducting the Case</li> </ol>	17/12/13	Closed	BC

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	<p>Mediation Scheme, that is important to the business and we are embracing the risks to try and deal with this in a positive way.</p> <p>2. We must be conscious of the impact of the mediation process on the reputation of the business and its culture.</p> <p>3. We need to acknowledge the contribution of Second Sight –for getting us this far.</p> <p>4. The investigators are playing an important role in a high priority programme</p> <p><b>BC to relay above messages from PV to workshop attendees.</b></p>			
2	<p>DO took the SG through the key case highlights. 13% of case questionnaires submitted therefore the investigators' workload is going to increase rapidly. They will have 4 weeks to complete the investigation. 18 cases are currently under PO investigation and 2 cases are with Second Sight.</p> <p>Emerging issues:</p> <p>1. Second Sight is concerned that they may struggle with the workload.</p> <p>Second Sight is already flagging the position they might take in certain cases. E.g. in older cases if PO does not have the information to investigate then PO would be at fault.</p> <p>PV asked that we review practices in light of what comes out of investigations to ensure we constantly challenge and improve.</p> <p>We now have greater clarity of the expectations of Second Sight and the WG Chair in terms of the investigation report. CA is chairing a workshop on 18 December to look at how we might develop the content of our investigation reports to satisfy the Chair and Second Sight to ensure an appropriate outcome at mediation. The need to have a plan for BC</p> <p>PV asked that CA develops a relationship with Second Sight to ensure we work through problems together.</p> <p><b>CA to take steps to build a good relationship with Second Sight.</b></p>		Open	CA
3	NM took the SG through the proposed governance model for the programme. The SG agreed that now the Programme was up and running, there was no need for the SG but that a NED, with no day to day	31/01/14	Open	BC

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	involvement with the Programme, be appointed to the Programme Board  <b>BC to speak to ME to arrange for a NED to sit on the Programme Board.</b>			
3.2	BC took the SG through the mock-up of the case tracker. PV thanked Morten Sorenson for his work in developing this.  ME asked whether an update from the tracker could be issued to the ExCo on a weekly basis. It was agreed that updates would be provided by exception if there was anything of interest/importance to flag.			