

Working Group for the Initial Complaint Review and Case Mediation Scheme

WORKING GROUP MINUTE – 29TH MAY

Teleconference details:

Dial: **GRO**

Participant's code: **GRO**

FOR THE CHAIR ONLY

Dial: **GRO**
Code: **GRO**

Attendees

Sir Anthony Hooper (Chair)
Alan Bates (JFSA)
Kay Linnell (JFSA)
Ian Henderson (Second Sight)
Chris Holyoak (Second Sight)
Belinda Crowe (Post Office)
Chris Aujard (Post Office)
David Oliver (Post Office)
Andy Parsons (Bond Dickinson)

Apologies

Ron Warmington (Second Sight)
Angela Van Den Bogerd (Post Office)

Agenda

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

Thursday 29th May, 13:00 – 14:00

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

N/A

2. Status of accepted applications awaiting a funding application

Case No.	Status	Working Group decision
M004	SL01 pack sent to applicant on 20 th May – and signed for on 21 st May. Waiting for a response.	PO to update WG in 4 weeks – 19 th June.
M114	SL01 pack to be sent to applicant on 29 th May.	

- WG confirmed that they would revisit these cases at the next Working Group call on 5th June.

3. Status of accepted applications awaiting a Case Questionnaire Response

Advisor	Number of cases with Advisor	Number of CQRs overdue	Status	Working Group decision
Aver	19	11	No response to email of 6 th May asking for an update and expected due dates for M130 + M131 and M144. Letter from SAH sent on 23 rd May – no response to date.	<i>BC advised that Bill Cleghorn has confirmed that Aver are currently revising their extension requests.</i> <i>WG agreed that if no response is received from Aver by 2nd June, BC will send a letter confirming that WG will consider whether the cases should remain within the scheme – as suggested in SAH's of 23rd May.</i>
BTG	1	1	Letter from SAH sent on 20 th May with a 1 week response date. Philip de Nahlik no longer representing applicant – new advisor to be confirmed with applicant.	<i>Aver has advised this case is now with them.</i> <i>WG to consider as above.</i>

Howe & Co	20	15	Numerous extension requests made – see agenda item 8	See agenda item 8.
James Cowper	1	1	James Cowper confirmed that the CQR had been sent on 16 th May.	<i>SS advised that they had not yet received this case – but that they were aware that the CQR had been sent – if by post, it would not be available until RW returns.</i> SS to contact James Cowper and the submission of the CQR by email.

4. New Questionnaire Responses

Case No.	Status
M025	WG accepted the case into the scheme with a 6 week deadline for PO – 10 th July.
M056	WG accepted the case into the scheme with a 4 week deadline for PO – 26 th June.
M078	WG accepted the case into the scheme with a 8 week deadline for PO – 24 th July.
M101	WG accepted the case into the scheme with a 4 week deadline for PO – 26 th June.

5. Post Office / Second Sight Investigation Process

Cases under Post Office Investigation:

Post Office has completed and uploaded 24 investigation reports onto Huddle for review by Second Sight – including M022, M054 and M127.

Case No.	Status	Working Group decision
M006	Investigation complete. Report is in final stages of completion and will be uploaded to Huddle by 5 th June.	Extension granted to 5 th June.
M039	Investigation complete. Report is in final stages of completion and will be uploaded to Huddle by 5 th June.	Extension granted to 5 th June.
M066	Investigation complete. Finalising report. Extension (not 1 st) to 26 th June required.	Extension granted to 26 th June.

Case No.	Status	Working Group decision
M091	Investigation on-going. Extension (1 st) to 26 th June required.	Extension granted to 26 th June.
M143	Investigation complete. Report is in final stages of completion and will be uploaded to Huddle by 5 th June.	Extension granted to 5 th June.

6. Standing and other case updates

Case No.	Status	Working Group decision
M094	Findings sent on 23 rd April. Response chased on 2 nd May, 6 th May, 8 th May and 14 th May. Applicant has been in contact to say that he has lost his letter again. Another copy has been sent out by post and email on 28 th May.	WG agreed that if no response is received before 5 th June, a letter from SAH is to be sent out requiring a response within 2 weeks or the applicant's case will be withdrawn by the WG. AB to contact applicant as well.
M142	SL01 pack to be sent once written confirmation received from applicant that they wish to proceed in Scheme. Verbal confirmation received.	WG agreed that if no response is received before 5 th June, a letter from SAH is to be sent out requiring a response within 2 weeks or the applicant's case will be withdrawn by the WG. AB to contact applicant as well.

7. Cases with Second Sight to review PO investigation reports

Case No.	Due date	Proposed due date	Working Group decision
M002	28 th May	27 th June	Extension granted to 27 th June.
M007	22 nd May	4 th July	Extension granted to 4 th July.
M009	28 th May	27 th June	Extension granted to 27 th June.
M014	28 th May	27 th June	Extension granted to 27 th June.
M015	6 th June	4 th July	Extension granted to 4 th July.
M017	9 th June	11 th July	Extension granted to 11 th July.
M019	5 th June	13 th June	Extension granted to 13 th June.

Case No.	Due date	Proposed due date	Working Group decision
M021	5 th June	20 th June	Extension granted to 20 th June.
M028	30 th May	13 th June	Extension granted to 13 th June.
M029	9 th June	11 th July	Extension granted to 11 th July.
M030	13 th May	20 th June	Extension granted to 20 th June.
M035	11 th June	27 th June	Extension granted to 27 th June.
M048	13 th May	6 th June	Extension granted to 6 th June.
M052	5 th June	4 th July	Extension granted to 4 th July.
M053	16 th June	11 th July	Extension granted to 11 th July.
M057	5 th June	20 th June	Extension granted to 20 th June.
M062	28 th May	13 th June	Extension granted to 13 th June.
M076	15 th May	6 th June	Extension granted to 6 th June.

- SS confirmed that they will be sending 2-4 reports each week to the secretariat for distribution to the parties.
- SS agreed to upload their completed reports to Huddle and notify the Working Group when released to secretariat for issue.
- WG would like to monitor how cases which are priority or involved vulnerable applicants are progressing. Secretariat to add a new agenda item for the weekly calls and confirm list with AB.

8. Any other queries raised by Applicants / Advisors

- Howe and Co extensions

	Original due date	Current due date	Extension requested 21/05	Extension requested 27/05
M010	06 December 2013	22 May 2014	04 June 2014	
M020	21 February 2014	22 May 2014	04 June 2014	
M055	21 February 2014	22 May 2014	04 June 2014	
M084	24 January 2014	28 May 2014		18 June 2014
M085	21 February 2014	22 May 2014	04 June 2014	
M088	21 February 2014	22 May 2014	04 June 2014	
M098	21 February 2014	28 May 2014		05 June 2014
M105	21 February 2014	28 May 2014		12 June 2014
M106	01 April 2014	27 May 2014	30 May 2014	
M110	21 February 2014	22 May 2014	04 June 2014	
M113	21 February 2014	22 May 2014	28 May 2014	
M129	21 February 2014	28 May 2014		18 June 2014
M140	01 May 2014	21 May 2014	30 May 2014	

- WG agreed all the requested extensions.

9. Issues with resourcing / timings

N/A

10. AOB

Mediation

- Secretariat to add a table to the WG weekly agenda to record activity on cases where reports have been issued to parties. Please see draft table below.
- Applicant (M022) has contacted SS as he is working away from home at the moment and requested 14 days (rather than 7 days) to comment. WG agreed extension to no later than 5pm on 11th June. BC to contact the applicant with new deadline by phone and email the advisor but encourage an earlier response if possible.
- WG agreed that Post Office would have 7 days from today (therefore until 1700 on 5th June 2014) to submit their comments on M022.
- WG agreed that the Chair should also write to Post Office as a party, using the same formulation as used in the letter to applicants, setting out a deadline for comments on cases. BC to draft a letter for the chair to send.

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Case No.	Report issued to parties	Deadline for comments	Deadline for SS's final report
M022	16 th May	11 th June (PO to submit comments by 5 th June)	18 th June
M054	29 th May	6 th June	13 th June
M127	27 th May	4 th June	11 th June