

**AMENDED MINUTES FOLLOWING FEEDBACK FROM CHAIR**

**Working Group for the Initial Complaint Review and Mediation Scheme**

**Minutes - meeting 11.30am 03 January 2014**

**Present:**

Sir Anthony Hooper (**SAH**) Chair  
Alan Bates (**AB**) JFSA  
Kay Linnell (**KL**) JFSA  
Ian Henderson (**IH**) Second Sight  
Ron Warmington (**RW**) Second Sight  
Belinda Crowe (**BC**) (Post Office)  
Chris Aujard (**CA**) Post Office  
Angela Van Den Bogerd (**AVDB**) Post Office  
Andy Parsons (**AP**) Bond Dickinson  
Cathal Leigh-Doyle (**CLD**) Bond Dickinson  
David Oliver (**DO**) Post Office

**1 New Applications Received**

No new applications have been received.

**2 Application Update**

Application M047 to be accepted.

**3 New Case Questionnaire Responses**

M058: IH to confirm status of missing tab 8 and application will be accepted.

M021: Accepted and POL is to begin investigating.

M039: Accepted and POL is to begin investigating.

M127: Accepted and POL is to begin investigating.

**4 Post Office Investigation Progress**

M001, M009 and M0014 have all been submitted to Second Sight.

POL has sought and been granted a deadline extension by the WG on the following specific applications:

M011= 18 Jan 2014

M015 = 9 Jan 2014

M017 = 7 Jan 2014

M019 = 9 Jan 2014

M021 = 6 Feb 2014

M028 = 16 Jan 2014

M029 = 16 Jan 2014

M030 = 16 Jan 2014

M035 = 9 Jan 2014  
M042 = 16 Jan 2014  
M048 = 17 Jan 2014  
M054 = 10 Jan 2014  
M062 = 14 Jan 2014  
M066 = 19 Jan 2014  
M076 = 26 Jan 2014  
M079 = 16 Jan 2014

## **5 Second Sight Investigation Progress**

Second Sight will produce a generic report covering regularly occurring issues and a case specific report for each individual case. Consideration will be given to whether the generic report could be a joint document with Post Office or not.

Second Sight's first reports are on track.

## **6 Other Application Queries**

M105: Given the special circumstances of this case, an additional funding contribution for travelling expenses will be given to the applicant to allow her travel to the Great Britain from Northern Ireland to meet with her advisor.

M045: Deadline extension until 7 Jan 2014 is to be granted.

## **7 Arrangements for Post Office taking on Scheme Administrative enquiries**

POL to communicate with applicants regards POL taking over scheme administration (Letter to be amended as agreed by the WG).

## **8 Terms of Reference**

AP will reconsider the Terms of Reference to reflect the discussion of the working group, particularly the following clauses:

Clause 3.1 will be redrafted to include a reference to monetary claims.

Clause 4.9 to be completely redrafted including to take account of the agreement that the WG should only be provided with statistics on the outcomes of mediations (ie. settled or not settled).

## **9 Data Protection and Security**

AP explained the nature of the documents. SAH was happy with his letter and will sign it.

AB will report back to the WG when he has examined his letter.

## **10 Provision of information on criminal cases to the Chairman**

Protocol on the provision of information on criminal cases was approved by the WG. SAH expressed a preference to read the relevant documents at Bond Dickinson rather than being sent the documents.

## **11 Mediation phase workflows**

Diagram to be updated by POL as per agreed in the meeting.

**12 Review of status of all 147 cases**

Agreed as per excel sheet attached (Case Progress Chart for Working Group – updated 06.01.2014)

BC to report back on the issues around the funding status of all applications highlighted as needing review in the case progress chart.

Chris Aujard to write to Howe and Co. regarding their current caseload.

**13 AOB**

Next Working Group Meeting will be at 11.30am on 30 January 2014.

**Actions**

WG/01/01/14	Second Sight and Post Office to consider the production of a joint generic report for the mediation	Update due on 16/1/14
WG/02/01/14	Post Office to only provide Working Group with whether mediation was settled or not.	Ongoing
WG/03/01/14	Alan Bates to provide comments on his data protection letter	Update due 9/1/14
WG/04/01/14	POL to issue Scheme administration letter as amended	Update on 9/1/14
WG/05/01/14	BC to provide an update on the Post Office funding status issues	Update on 9/1/14
WG/06/01/14	CA to write to Howe and Co	Update on 9/1/14
WG/07/01/14	AP to arrange for AH to view criminal case files	Update on 16/1/14
WG/08/01/14	Post Office to revise mediation process map and recirculate	Update on 16/1/14
WG/09/01/14	AP to provide revised Terms of Reference	Update on 16/1/14