

MINUTE

Working Group for the Initial Complaint Review and Case Mediation Scheme

28 August 2014

Teleconference details:

Dial:
Participant's code:

FOR THE CHAIR ONLY: Dial:
Code:

Attendees

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

Apologies

Kay Linnell (JFSA)
Angela Van Den Bogerd (Post Office)
Chris Holyoak (Second Sight)

Agenda

Standing agenda items

1. Status of accepted applications awaiting a Case Questionnaire Response
2. New Questionnaire Responses
3. Priority cases
4. Bankruptcy cases
5. Post Office Investigation Progress
6. Cases with Second Sight to review PO investigation reports
7. Cases that Second Sight have reported on
8. Any other queries raised by Applicants / Advisors
9. Issues with resourcing / timings
10. AOB

1. Status of accepted applications awaiting a Case Questionnaire Response

Advisor	Number of cases with Advisor	Number of CQRs overdue	Status
Aver	3	1	<ul style="list-style-type: none"> M134 overdue, extension request from advisor on 14 August. See agenda item 8
Howe & Co	1	0	

2. New Case Questionnaire Responses

Case No.	Status
M047	
M055	
M082	
M128	
M141	
M149	

ACTION: Post Office to consider the new CQRs and update the WG at the next call on expected delivery dates for investigation reports.

3. Priority cases

Case No.	Status
M006	Approved for mediation 19 August
M052	Part Two sent to applicant 26 August. Deadline for comments 4 September
M073	With SS, Draft CRR due 29 August
M119	Aver has asked if this case could be prioritised because the applicant is "in danger of losing her home at the moment". See letter uploaded with agenda. CQR accepted 14 August. AVDB to update in 4 weeks. Post Office report scheduled due date 9 October.
M143	Part Two sent to applicant 26 August. Deadline for comments 4 September

- M073 - SS confirmed they are on track to deliver draft CRR on 29 September
- M119 – PO assured the WG it will aim to complete the investigation before the 9 October delivery date and that AVDB will update the WG on 25 September on progress.

ACTION: Secretariat to draft letter for SAH to Aver to ask whether it would be helpful for him to provide the Bank with a letter from the WG, similar to the letter he has sent in other cases.

4. Bankruptcy cases

Case No.	Status
M001	Part Two sent to applicant 26 August. Deadline for comments 4 September
M015	Draft CRR uploaded to Huddle on 28 July. With parties for comments due 27 August.
M019	Part Two sent to applicant 26 August. Deadline for comments 4 September
M029	PO report passed to SS on 12 May. Draft CRR due 29 August.
M030	Part Two sent to applicant 26 August. Deadline for comments 4 September
M032	PO investigation on-going, revised date see agenda item 5.
M036	PO investigation on-going, revised date see agenda item 5.
M069	PO investigation on-going, revised date see agenda item 5.
M081	PO investigation on-going, revised date see agenda item 5.
M089	PO investigation on-going, revised date see agenda item 5.
M100	PO investigation on-going, revised date see agenda item 5.
M118	PO investigation on-going, revised date see agenda item 5.
M122	PO investigation on-going, revised date see agenda item 5.
M128	CQR passed to SS 30 July
M150	PO investigation on-going, revised date see agenda item 5.

- M029 – SS confirmed on track for delivery of draft CRR on 29 August.

5. Post Office Investigation Progress

At the last face to face WG AVDB committed to review the delivery schedule for Post Office investigation reports over the summer, applying the approach adopted by Second Sight. Schedule below.

Case No.	Date passed to PO	PO scheduled delivery date
M004	24 July	24 November
M008	8 May	3 September
M010	17 July	24 November
M012	26 June	3 November
M020	10 July	10 November
M024	10 April	22 September

M025	29 May	6 October
M026	26 June	3 November
M027	5 June	13 October
M032	20 March	3 September
M033	26 June	27 October
M034	20 March	8 September
M036	10 April	22 September
M037	10 July	10 November
M038	20 March	6 October
M041	13 March	15 September
M043	15 May	29 September
M044	21 August	8 December
M050	5 June	27 October
M056	29 May	27 October
M059	15 May	22 September
M060	12 June	3 November
M061	26 June	3 November
M064	20 May	20 October
M068	20 May	13 October
M069	10 July	10 November
M071	24 April	6 October
M074	20 May	20 October
M075	26 June	3 November
M077	10 July	13 October
M078	29 May	29 September
M080	21 August	8 December
M081	21 August	8 December
M084	7 August	24 November
M085	14 August	17 November
M086	26 June	17 November
M087	20 May	29 September
M088	21 August	15 December
M089	26 June	10 November
M091	1 May	6 October
M092	1 May	20 October
M093	20 March	15 September
M096	7 August	1 December
M097	12 June	29 September
M098	10 July	17 November
M100	8 May	20 October
M101	29 May	27 October
M102	7 August	1 December
M103	20 July	10 November
M105	17 July	20 October
M106	10 July	1 December
M108	8 May	13 October
M109	6 May	27 October
M110	10 July	17 November
M113	17 July	17 November
M114	7 August	1 December
M118	10 April	13 October
M120	8 May	22 September
M121	15 May	29 September
M122	24 April	6 October
M129	21 August	15 December
M130	10 July	1 December
M131	10 July	1 December
M132	7 March	8 September

M133	27 March	22 September
M138	24 July	8 December
M139	14 August	24 November
M148	21 August	15 December
M150	7 August	8 December

- PO underlined the extent of the task involved to investigate these cases and explained why the time was required. PO assured the WG that the schedule is designed to deliver 5 cases a week, each week. The schedule represents more realistic delivery times, following AVDB's review of the caseload over the summer.
- PO confirmed that cases were being investigated as quickly as possible and expect to deliver in advance of the deadlines and there would be no reduction in the effort or manpower committed to investigate the cases.

6. Cases with Second Sight to review Post Office Investigation Reports

i) New scheduling to note

Case No.	Date passed to SS	SS original planned delivery date	SS revised scheduled delivery date
M003	08 July	1 August	29 August
M017	12 May	22 August	05 September
M018	27 May	15 August	29 August
M021	08 May	15 August	29 August
M053	19 May	22 August	05 September
M072	27 May	22 August	05 September
M073	01 August	8 August	29 August

- SS stated that there have been some delays with producing draft CRRs due to the work involved with the Part Two Report hence the need for extensions. However they confirmed that they are on track to deliver against these revised delivery dates.

ii) Overdue cases – SS to update

Case No.	Date passed to SS	SS planned scheduled delivery date	SS revised scheduled delivery date

7. Cases that Second Sight have reported on

Case No.	SS Draft Report issued	Deadline for comments	SS Final Report completed/ <i>due</i>	WG Decision	Sent to CEDR
M054	29 May	6 June	11 June	Chair to review previous decision	-
M076	6 June	17 June	20 June	TBC by WG	-
M062	20 June	22 July	31 July	TBC by WG	-
M006	30 June	25 July	4 August	Mediate	19 August
M057	4 July	Extended to 1 August	8 August	TBC by WG	-
M001	17 July	4 September	<i>11 September</i>	-	-
M002	18 July	4 September	<i>11 September</i>	-	-
M009	28 July	6 August	20 August	TBC by WG	-
M014	28 July	7 August 27 August - applicant	<i>3 September</i>	-	-
M015	28 July	6 August 27 August - applicant	<i>3 September</i>	-	-
M052	28 July	4 September	<i>11 September</i>	-	-
M143	29 July	4 September	<i>11 September</i>	-	-
M030	31 July	4 September	<i>11 September</i>	-	
M019	08 August	4 September	<i>11 September</i>	-	
M035	11 August	4 September	<i>11 September</i>	-	
M066	11 August	4 September	<i>11 September</i>	-	
M079	20 August	4 September	<i>11 September</i>	-	

- PO submission on M054 in light of the Chair's revised mediation test is due from POL by COP today. JFSA to provide comments as soon as possible thereafter, by Monday at latest.

- SAH whether PO had decided its position on mediation in relation to the cases awaiting a WG decision on the cases now awaiting a decision on mediation. PO confirmed it is considering in light of the Chair's new test. The WG agreed that these cases should be discussed at the next face to face meeting on 16 September.
- SAH noted that M057 is a particularly difficult case to determine.

Action: Secretariat to put these cases on the agenda for the face to face meeting on 16 September.

- **New cases mediated**

Case No.	Date referred to CEDR	Date Mediated
M028	15 July	18 August

- Secretariat confirmed that CEDR are preparing a paper on notifying WG of mediation outcomes for consideration at the next face-to-face WG meeting on 16 September.

8. Any other queries raised by Applicants / Advisors

M134 – Applicant is out of contact for CQR completion. Aver request an extension to 5 September (possibly earlier if they can contact applicant – who they think may be on holiday)

ACTION: Secretariat to inform Aver that the extension request for M134 has been agreed.

9. Issues with resourcing / timings

SS acknowledged that there will be nine final reports all due on the same date as the deadlines are tied to the issue of the Part Two Report with comments on the draft CRRs all due on 4 September. This may affect scheduling.

10. AOB

M061 - Angela's email of 6 August refers. Action: WG decision required on eligibility.

- The WG agreed that this case did not meet the eligibility criteria of the Scheme. SAH confirmed that the decision to waive the eligibility criteria lies with PO should they wish to exercise their discretion.
- PO confirmed its position that the case should be rejected on eligibility grounds and should be progressed as per AVDB's suggestion, outside of the scheme.
- PO confirmed that it would not seek to reclaim funding paid for input from the professional advisor, who could also advise on the matter of eligibility.

ACTION: Secretariat to draft letter for SAH to send to applicant informing them of the position, apologising for the fact that this was not spotted sooner and offering them an opportunity to comment.

M149 – WG decision required on eligibility. Applicant Branch Manager and not SPMR. Issue highlighted by SS.

- The WG agreed that this case was ineligible for the Scheme. PO committed to investigating this case outside of the Scheme.

ACTION: As for M061 above.

- Joint letter from Steve Darlington on behalf of Aver and Howe & Co received and uploaded to Huddle just before the WG call. WG members had not had an opportunity to consider.

ACTION: Secretariat to notify Aver and Howe & Co that the letter would be considered on the next call.