

Initial Complaints Review & Case Mediation Scheme Programme Board

Date: Friday 17 January 2014
Time: 10:00 – 11.30
Place: Room 108, 148 Old street

Attendees:

Name	Abbrev.	Job Title
Chris Aujard	CA	General Counsel (Chair)
Fay Healey	FH	Non-Executive Director
Belinda Crowe	BC	Initial Complaints Review & Case Mediation Scheme, Programme Director
Angela Van Den Bogerd	AVDB	Head of Partnerships
Andy Holt	AH	Business Improvement, Programme Manager
Sophie Bialaszewski	SB	Initial Complaints Review & Case Mediation Scheme, Communications
Andy Parsons	AP	Senior Associate, Bond Dickinson
Jess Barker	JB	Initial Complaints Review & Case Mediation Scheme, Mediation Lead
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
Charles Colquhoun	CC	Finance
Layla Wildon	LW	Regulatory Risk Business Partner
Rodric Williams	RW	Post Office, Legal

Meeting Agenda:

1. Programme Director's update
2. Terms of Reference
3. High Level Success Criteria
4. Performance Dashboard
5. Key Risks & Issues
6. Financial Outlook
7. Early Settlement Criteria
8. AOB

Minutes and actions from 17/01/14 Programme Board

No.	Minutes/Action	Completion Date	Status	Action Owner
1	<p>BC provided an update on the programme in terms of administration, governance, stakeholders, legal and risk level. AVDB confirmed she was comfortable with the number of investigators now in place however there is an issue with retrieving information from Fujitsu to progress the cases within the agreed timescales. AH explained there is now a Fujitsu project manager in place that will work with the investigators to put a forward plan in place and manage the data requests, however we may still experience issues with large requests for data and therefore we need to prioritise the requests. CA specified that an early warning signal is required where data may not be forthcoming. Action: build feedback mechanism in so that BC can flag Fujitsu data delays to the Working Group and request an extension as early as possible.</p> <p>BC outlined the quality assurance (QA) process for reviewing CQRs and investigators' reports. CA highlighted:</p> <ol style="list-style-type: none"> 1. AH has indicated the Post Office reports are coming across defensive. The reports need to be more balanced and this needs to be managed through QA. 2. In order to satisfy the JFSA's broader demands we need to demonstrate we are taking actions to make improvements based on themes arising from the cases <p>BC summarised the work the programme is doing to address the second point:</p> <ol style="list-style-type: none"> 1. Mapping the themes that Second Sight have already identified against the Business Improvement activities 2. A paper on the lessons learned so far (to ARC 12/02) 3. The Independent Resolution of Future Cases workstream to investigate and develop a permanent independent complaints handling procedure for the Post Office <p>The Board recognised the programme is closely linked to and has a major dependency with the Business Improvement programme, but there is no single document that shows how the two will drive the desired outcomes. Action: BC and ADVB to document and provide an update at the next Programme Board.</p>	24/01/14	Open	AH/BC
2	The Board was asked to consider whether the	04/02/14	Open	BC/AVDB

No.	Minutes/Action	Completion Date	Status	Action Owner
	<p>Terms of Reference (ToR) for the Programme Board were accurate and complete. The following responsibilities were also suggested:</p> <ol style="list-style-type: none"> 1. Oversight of communications/PR 2. Remit to design the permanent replacement to the Scheme 3. To manage Second Sight's role <p>Action: NM to update ToRs and circulate.</p>			
3	<p>The Board was requested to review the programme success criteria offline. Initial comments included:</p> <ol style="list-style-type: none"> 1. Cost-effectiveness should be reflected in the vision 2. JFSA should be included as a stakeholder group <p>Action: ALL review programme success criteria and provide comments to NM by 24 January.</p>	26/01/14	Closed	NM
4	<p>BC provided a summary of the status of case performance. AH suggested Fujitsu updates should get incorporated into the dashboard. Action: AH to discuss dashboard requirements with BC.</p>	24/01/14	Open	ALL
5	<p>BC took the Board through the key risks and issues. Action: ALL to review the list of potential POL representatives for mediation and endorse/provide any comments to NM by 24 January. CA to discuss with FH to seek confirmation from relevant Director and ExCo.</p>	24/01/14 31/01/14	Closed Open	ALL CA
6	<p>CC/his deputy were unable to join the Board to provide an update on the financial outlook. It was unclear whether all the work within the programme is exceptional e.g. Prosecutions and Independent Resolution of Future Cases workstreams. Action: CC to provide clarification and circulate detailed budget.</p> <p>DO and NM left the room whilst the Board discussed PA's Proposal (slide 11). Action: BC to follow-up with Programme Board in writing</p>	31/01/14 04/02/14	Open Open	CC BC
7	<p>AP outlined the Early Settlement Policy. The Board was requested to review the detailed policy and provide any comments back to AP; to be approved by correspondence unless it needs to be discussed further in which case it should be on the agenda for the next Programme Board. Action: ALL to review and provide any comments to AP by 24 January. AVDB highlighted how early settlement could be perceived as counterproductive:</p> <ol style="list-style-type: none"> 1. It may appear that the Post Office are not interested in trying to resolve the root problem/make business improvements 2. Could result in making decisions on incomplete information <p>Action: Raise as a risk and ensure suitable mitigating actions and owners are in place.</p>	24/01/14 06/02/14	Open Open	ALL NM
8	The Board was requested to review the programme			

No.	Minutes/Action	Completion Date	Status	Action Owner
	communications plan and provide comments by correspondence to SB by 24 January. Action: review the communications plan and provide comments by correspondence to SB by 24 January	24/01/14	Open	ALL
	Action: Add communication scenarios to the next Programme Board's agenda	31/01/14	Closed	NM
	Action: Extend the next Programme Board to 2 hours	31/01/14	Closed	NM

Summary of actions

No.	Action	Owner	Due Date
1	Build feedback mechanism in so that BC can flag Fujitsu data delays to the Working Group and request an extension as early as possible.	AH/BC	24/01/14
2	BC and ADVB to document the outcomes of the Business Improvement and Initial Review & Complaints Mediation Scheme programmes and provide an update at the next Programme Board.	AVDB/BC	04/02/14
3	Update Programme Board Terms of Reference and circulate to Programme Board	NM	26/01/14
4	Review programme success criteria and provide comments to NM by 24 January.	ALL	24/01/14
5	AH to discuss additional dashboard requirements (to incorporate Fujitsu updates) with BC.	AH	31/01/14
6	ALL to review the list of potential POL representatives for mediation and endorse/provide any comments to NM by 24 January. CA to discuss with FH to seek confirmation from relevant Director and ExCo.	ALL CA	24/01/14 31/01/14
7	CC to provide clarification on whether all the work within the programme is exceptional and circulate detailed budget.	CC	31/01/14
8	BC to follow-up with Programme Board in writing with regards to PA's proposal	BC	04/02/14
9	ALL to review the Early Settlement Policy and provide any comments to AP by 24 January	ALL	24/01/14
10	Raise early settlement concerns as a risk and ensure suitable mitigating actions and owners are in place.	NM	06/02/14
11	Review the communications plan and provide comments by correspondence to SB by 24 January	ALL	24/01/14
11	Add communication scenarios to the next Programme Board's agenda	NM	31/01/14
13	Extend the next Programme Board to 2 hours	NM	31/01/14