

MINUTE

Working Group for the Initial Complaint Review and Case Mediation Scheme

4 September 2014

Teleconference details:

Dial: **GRO**
Participant's code: **GRO**

FOR THE CHAIR ONLY: Dial: **GRO**
Code: **GRO**

Attendees

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

Apologies

Kay Linnell (JFSA)
Chris Holyoak (Second Sight)
Kim Evans (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. AOB

1. Status of accepted applications awaiting a Case Questionnaire Response

Advisor	Number of cases with Advisor	Number of CQRs overdue	Status
Aver	2	1	<ul style="list-style-type: none"> M137 was due on 31 August.

- The CQRs for both cases have now been received by SS.

2. New Case Questionnaire Responses

- None yet received from SS.

Case No.	Status
M070	PO to confirm due date at next WG Call on 11 September.
M094	PO to confirm due date at next WG Call on 11 September.
M142	PO to confirm due date at next WG Call on 11 September.

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	See agenda item 6(ii).
M119	Investigation has been prioritised – report due by 9 October.
M143	Part Two sent to applicant 26 August. Deadline for comments 4 September.

ACTION: Secretariat to add M086 to the priority list going forward.

4. Bankruptcy cases

Case No.	Status
M001	Part Two sent to applicant 26 August. Deadline for comments 4 September.

Case No.	Status
M015	Draft CRR uploaded to Huddle on 28 July. With parties for comments due 27 August. POL comments sent 6 August. Final report due 03 September.
M019	Part Two sent to applicant 26 August. Deadline for comments 4 September
M029	Draft CRR & Part Two sent to applicant 02 September. Deadline for comments 10 September.
M030	Part Two sent to applicant 26 August. Deadline for comments 4 September
M032	Passed to SS 28 August, Draft CRR due 17 October
M036	PO investigation on-going, report due by 22 September.
M069	PO investigation on-going, report due by 10 November.
M081	PO investigation on-going, report due by 8 December.
M089	PO investigation on-going, report due by 10 November.
M100	PO investigation on-going, report due by 20 October.
M118	PO investigation on-going, report due by 13 October.
M122	PO investigation on-going, report due by 6 October.
M128	PO investigation on-going, report due by 22 December
M150	PO investigation on-going, report due by 8 December.

ACTION: Secretariat to add item about bankruptcy cases to the agenda for the next face-to-face WG meeting on 16 September.

5. Post Office Investigation Progress

i) New scheduling to note

Case No.	Date passed to PO	PO original planned delivery date	PO revised scheduled delivery date
M047	28 August	15 December	N/A
M055	28 August	15 December	N/A
M082	28 August	22 December	N/A
M128	28 August	22 December	N/A
M141	28 August	22 December	N/A
M149	28 August	22 December	N/A

- PO confirmed that they are aiming to complete all investigations before the end of December 2014 – including all outstanding CQRs.

ii) **Overdue cases**

No cases overdue.

6. Cases with Second Sight to review Post Office Investigation Reportsi) **New scheduling to note**

N/A

ii) **Overdue cases – extensions requested**

Case No.	Date passed to SS	SS planned scheduled delivery date	SS revised scheduled delivery date
M003	8 July	29 August	Extension requested to 5 September
M007	24 April	29 August	Extension requested to 5 September
M018	27 May	29 August	Extension requested to 5 September
M021	8 May	29 August	Extension requested to 5 September
M045	9 July	29 August	Extension requested to 5 September
M073	1 August	29 August	Extension requested to 5 September
M126	6 June	29 August	Extension requested to 5 September

- SS confirmed that they are behind on their scheduled delivery of CRRs. This is due to:
 - Annual leave
 - Recruitment of a new member of their team
 - An issue that has arisen with another client which has resulted in RW having to deal with that and also he would be away on client work from Sunday to Wednesday this week..
- Extensions for the following cases were required – and granted – by the WG:
 - M007 – extension required to 19 September.
 - M045 – extension required to 19 September.
 - M005 – extension required to 19 September.
 - M013 – extension required to 19 September.
 - M042 – extension required to 19 September.
 - M072 – extension required to 12 September.

7. Cases that Second Sight have reported on

Case No.	SS draft report issued	Deadline for comments	SS final report completed / due	WG decision	Sent to CEDR
M001	17 July 2014	04 September 2014	11 September 2014	-	-
M002	18 July 2014	04 September	11 September	-	-

		2014	2014		
M006	30 June 2014	05 July 2014	04 August 2014	Mediate	19 August 2014
M009	28 July 2014	06 August 2014	20 August 2014	To be discussed at the next face-to-face WG meeting	-
M014	28 July 2014	7 August (Applicant has until 27 August)	05 September 2014	-	-
M015	28 July 2014	6 August (Applicant has until 27 August)	05 September 2014	-	-
M019	08 August 2014	04 September 2014	11 September 2014	-	-
M029	27 August 2014	10 September 2014	17 September 2014	-	-
M030	31 July 2014	04 September 2014	11 September 2014	-	-
M035	11 August 2014	04 September 2014	11 September 2014	-	-
M039	27 August 2014	05 September 2014	12 September 2014	-	-
M052	28 July 2014	04 September 2014	11 September 2014	-	-
M054	29 May 2014	06 June 2014	11 June 2014	Chair to review previous decision	-
M057	04 July 2014	01 August 2014	08 August 2014	To be discussed at the next face-to-face WG meeting	-
M062	20 June 2014	22 July 2014	31 July 2014	To be discussed at the next face-to-face WG meeting	-
M066	11 August 2014	04 September 2014	11 September 2014	-	-
M076	06 June 2014	17 June 2014	20 June 2014	To be discussed at the next face-to-face WG meeting	-
M079	20 August 2014	04 September 2014	11 September 2014	-	-
M143	29 July 2014	04 September 2014	11 September 2014	-	-

8. Any other queries raised by Applicants / Advisors

- Joint correspondence from Aver and Howe & Co received 28 August.
 - Howe and Co have declined to set agree any mediation dates until the issues raised in their correspondence have been addressed. This has resulting in an urgent need to resolve the matter as in the case of M006, the applicant is facing two separate court proceedings which are adjourned pending mediation. WG agreed that the issue of mediation dates was for the parties to resolve. However given the problem with M006 it was necessary for the WG to reply to the wider points raised in the correspondence.
 - The WG agreed that it is for SS to determine whether Part Two of the Mediator's Briefing Pack should be sent out to parties and their advisors with their CRR.
 - The WG discussed the suggestion of splitting mediation in two parts. The WG confirmed that it will not interfere with the mediation process for those cases that have already moved through to CEDR. For those cases yet to move to CEDR, the WG will discuss this at the next face-to-face WG meeting on 16 September.
 - The WG agreed that where extra time is required for responding to CRRs – such an extension should be requested before the deadline has expired.

ACTION: SAH to reply to Aver and Howe & Co outlining the WG's position on these points.

ACTION: Secretariat to add the joint correspondence between Aver and Howe & Co to the face-to-face WG meeting agenda for 16 September.

- Email from Steve Darlington sent on 29 August.
 - The WG agreed that restricting PO from contacting applicants was outside of the WG's and was not prepared to make such a recommendation – but agreed that it would be discussed further at the next face-to-face WG meeting on 16 September.
 - The WG discussed Howe & Co's concerns about Part Two of the Mediator's Briefing Pack. The WG confirmed that they were not prepared to put the decision of whether or not a case should be mediated on hold pending finalisation of Part two.

ACTION: SAH to reply to Howe & Co outlining the WG's position on these points.

ACTION: Secretariat to add Steve Darlington's email to the face-to-face WG meeting agenda for 16 September.

9. AOB