



# **Sub-Postmaster Improvements & Mediations**

## **Weekly Steering Group**

### **15<sup>th</sup> August 2013**

# Agenda

1. Actions from previous meetings
2. Achieved and key upcoming milestones
3. High level plan
4. Improvements project TOR
5. Options regarding Second Sight
6. Roles and Responsibilities
7. Legal Update
8. Risks

Add in financials  
Add in place holder for active cases  
Add in stakeholder map

## **Decisions for this meeting:**

1. Approve changed/added milestones
2. Agree to sign off the Working Party TOR
3. Communication strategy
4. Agree Roles and Responsibilities of this board

## Actions from previous meetings

Action	Who	Due	Update	Status
Actions from meeting 24/07/2013				
6 Define process for subpostmasters to appeal outside the line	Susan/ Angela	07-Aug		open
Actions from meeting 26/07/2013				
4 Find an independent Chair for the Monthly Oversight Board	Mark	08-Aug		open
5 Prepare a strategy paper for MP engagement	Mark	08-Aug		open
Actions from meeting 01/08/2013				
1 Produce a TOR for the independent Chair	Susan	15-Aug		new
2 Find out why Fujitsu are funding the £100k horizon changes	Simon	02-Aug		closed
3 Contents of Horizon changes to be shared with this group once agreed with the business units	Simon	30-Aug		new
4 Obtain a cost centre for project costs	Simon	02-Aug		closed
5 Ensure working party have as part of their remit the obligation to ensure funds are used responsibly	Susan	15-Aug		new
6 Determine if costs can be classified as exceptional	Simon	08-Aug	answer was "no"	for discussion



## Actions

### Milestones Completed (since last meeting)

Milestone	Who	Due
Sign off TOR for Process Improvement projects [may not be possible in Angela's absence]	Gayle Peacock	2/8
Create a mediation agreement – explaining the mediation process and the obligations on all parties	Andy Parsons	2/8

### Key upcoming milestones

Milestone	Who	Due
Working party agrees mediation pack	Susan	08/08
Create Branch User Forum TOR	Angela / Lesley	12/08
Select independent Mediator(s)	Susan	22/08
Prepare paper on pros and cons of continuing to bring prosecutions	Susan	28/08
Appoint independent Chair	Susan	10/09

## Changes to the plan

---

- Legal activities have been added for the QC to advise POL on strategy and process for reviewing past/current criminal prosecutions given the findings of the Second Sight interim report dated
- Improvements project plan has been restructured to reflect an end to end approach rather than an analysis per sub group
- Communication plan still needs more detail.



# StakeholderResponsibilities

The table is designed to facilitate a discussion to clarify our responsibilities going forward

Stakho	Who
Paula Vennells	<ul style="list-style-type: none"> <li>Steer the overall programme</li> <li>Final point of issue escalation</li> <li>Keep the Board informed</li> </ul>
Chris Day	<ul style="list-style-type: none"> <li>Delegate for Paula, in Paula's absence</li> <li>Financial approval/oversight</li> </ul>
Susan Crichton	<ul style="list-style-type: none"> <li>Single Exco POC for the overall programme</li> <li>Directly responsible for all related Legal activities, including case reviews, process, QC review of prosecution process and creating and independent adjudication process (2<sup>nd</sup> commitment)</li> </ul>
Angela Van den Borgerd	<ul style="list-style-type: none"> <li>Complete the mediation process for all agreed cases</li> <li>Establish a new investigation team, grow the team, gain credibility</li> <li>Sponsor the improvement programme</li> <li>Set up and run the branch user forum (3<sup>rd</sup> commitment)</li> </ul>
Lesley Sewell	<ul style="list-style-type: none"> <li>Deliver Technology improvements</li> <li>Support the improvement programme when required</li> <li>Support the Branch User Forum</li> </ul>
Andy Holt	<ul style="list-style-type: none"> <li>Day to day programme management (eg tracking programme level milestones, risks, reporting etc)</li> <li>Preparation of Weekly Steering Board Pack</li> <li>Chairing Weekly Steering Board</li> </ul>
Mark Davies	<ul style="list-style-type: none"> <li>Defining the comms strategy</li> <li>Delivering against the comms strategy, including MP engagement</li> </ul>





## Legal Update – Case Review

	Initial Sift	Fully Reviewed to date	Disclosure recommended	Discontinued	Comments
<b>To date</b>	155 27 9 3 The cases of Brown, Wylie and Knight have been terminated. Samra has yet to be terminated.	155 27 9 3 The cases of Brown, Wylie and Knight have been terminated. Samra has yet to be terminated.	155 27 9 3 The cases of Brown, Wylie and Knight have been terminated. Samra has yet to be terminated.	155 27 9 3 The cases of Brown, Wylie and Knight have been terminated. Samra has yet to be terminated.	155 27 9 3 The cases of Brown, Wylie and Knight have been terminated. Samra has yet to be terminated.
<b>Remaining</b>					

## Risks

---

A risk workshop is scheduled for 15<sup>th</sup> August. At the workshop we will identify the key risks, their potential impact and mitigation plans. They will be tracked each week at the weekly steering board.

Below are the risks highlighted in the board paper 26<sup>th</sup> July 2013:

- the reputational and brand risks that could emerge if we don't handle the overall resolution process carefully;
- the risk to NTP if concerns around how we treat sub-postmasters leads to lower take-up of the new models;
- the opportunity cost arising from the significant amount of senior management time that will be taken up in handling this process;
- the potential destabilising impact on the NFSP, who are feeling exposed to the whole issue because of accusations from some sub-postmasters that they failed to represent their interests; and
- the process re-engineering that may be required for our IT, training and support systems will add further complexity and risk to the existing transformation programme.