

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

### **Standing Agenda for Thursday Calls**

#### **Attendees**

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

#### **Agenda**

1. Status of current applications that have not yet been accepted
2. Status of accepted applications awaiting a Case Questionnaire Response
3. New Case Questionnaire Responses
4. Post Office / Second Sight investigation progress
5. Any other queries raised by Applicants / Advisors
6. Issues with resourcing / timings
7. Review outstanding actions
8. AOB

**Thursday 13 February, 13:00 – 14:00**

## 1. Status of current applications that have not yet been accepted

| Case No. | Status |
|----------|--------|
|          |        |
|          |        |

## 2. Status of accepted applications awaiting a Case Questionnaire Response

| Case No. | Status |
|----------|--------|
|          |        |
|          |        |

## 3. New Case Questionnaire Responses

| Case No. | Status |
|----------|--------|
|          |        |
|          |        |

## 4. Post Office / Second Sight investigation progress

| Case No. | Status   |
|----------|--|
| M002     | Investigation and report finalised. Submit to Second Sight 13/02.                                  |
| M006     | Investigation not yet complete as awaiting further information. Extension required to 27 February  |
| M011     | Investigation complete. Finalising report. Due 6 February; extension required to 21 February       |
| M018     | Investigation not yet complete as awaiting further information. Extension required to 27 February  |
| M019     | Investigation complete. Finalising report. Extension to 21 February required (not first extension) |
| M021     | Investigation complete. Finalising report. Extension to 21 February required (not first extension) |
| M022     | Investigation complete. Finalising report. Extension to 21 February required (not first extension) |
| M028     | Investigation complete. Finalising report. Submit to Second Sight 21 February                      |
| M029     | Investigation complete. Finalising report. Extension to 27 February required                       |
| M030     | Investigation complete. Finalising report. Extension to 21 February required (not first extension) |
| M031     | Investigation complete. Finalising report. Extension to 27 February required (not first extension) |
| M035     | Investigation complete. Finalising report. Extension to 21 February required                       |
| M042     | Investigation complete. Finalising report. Submit to Second Sight 21 February                      |
| M045     | Investigation not yet complete; extension to 27 February required                                  |

| Case No. | Status  |
|----------|---|
| M048     | Investigation complete. POL report being finalised. Extension to 21 February required (not first extension)             |
| M052     | Investigation complete. Finalising report. Extension to 21 February required  |
| M053     | Investigation complete. Finalising report. Extension to 27 February required  |
| M054     | Investigation complete. Finalising report. Extension to 21 February required (not first extension)                      |
| M058     | Investigation not yet complete as awaiting further information. Extension to 27 February required                       |
| M065     | Investigation not yet complete; Extension to 27 February required   |
| M066     | Investigation complete. Finalising report. Extension to 27 February required  |
| M076     | Investigation complete. Finalising report. Extension to 27 February required ( not first extension)                     |
| M079     | Investigation complete. Finalising report. Extension to 27 February required (not first extension)                      |
| M127     | Investigation not yet complete as awaiting further information. Extension to 27 February required (not first extension) |

## 5. Any other queries raised by Applicants / Advisors

| Case No. | Query |
|----------|-------|
|          |       |
|          |       |

## 6. Issues with resourcing / timings

| Case No. | Issue |
|----------|-------|
|          |       |
|          |       |

## 7. Review of outstanding actions

| Ref. No. | Action  | Update                                   | Action Owner           |
|----------|---|--|------------------------|
| WG - 015 | Second Sight and Post Office to consider the production of a joint generic report for the mediation   | 09/01: WIP<br>23/01: Discussion on-going | AVDB                   |
| WG - 016 | Post Office to only provide Working Group with whether mediation was settled or not.                  |  | Sparrow Programme Team |
| WG - 027 | Ron to speak to Howe and Co when the opportunity arises re their use of language in this application. |  | RW                     |
| WG - 029 | Scope of TOR: CA to raise with POL, and seek confirmation on, the scope of the WG's remit.            |  | CA                     |

|          |   |   |           |
|----------|---|---|-----------|
| WG - 030 | Clause 4.8 / 4.9: WG accepts that its role is not to give opinions on individual cases. These clauses are accepted if simplified. AP to redraft.  |   | AP        |
| WG - 031 | JFSA to send CA a list of documents that they would like to be considered as within the scope of the WG   |   | JFSA      |
| WG - 032 | AP to sort out document delivery methods with CEDR once a mediator is selected.   |   | AP        |
| WG - 033 | AP to draft the letter that accompanies the reports to Applicants to state that it is in draft form and that sets out the tight timetable.  |   | AP        |
| WG - 034 | Re: Data Protection AP to discuss AB's letter after meeting.  | Data protection letters have been issued to AH and AB and uploaded onto Huddle with InfoSec rules | AP        |
| WG - 035 | Second Sight draft terms of engagement: Clause 1.4.2: AP to change "neutral" to "objective". Clause 1.5: AP to delete the line: "it is.....matters".  |   | AP        |
| WG - 036 | AH to report back next Thursday on the outstanding criminal cases after discussing them with AP.  |   | AH        |
| WG - 037 | M087: Second Sight to send the material to POL for review. POL to respond to advisor that no further training will be provided  |   | SS<br>POL |
| WG - 038 | POL to report back on future funding arrangements for KL and AH.  |   | POL       |
| WG - 040 | M091, M115 & M063: BC to write a letter to the Professional Advisor cc'ing the Applicant to specify that the extension is granted but it is unlikely that any further extensions will be granted.   |   | BC        |
| WG - 041 | M133 & M143: BC to write a letter to the Professional Advisor cc'ing the Applicant to specify that the extension request was submitted after the deadline and we do not give unlimited extensions. We are prepared to give an extension for 2 weeks but it is unlikely that any further extensions will be allowed. |   | BC        |
| WG - 042 | New column to be included in the Case Tracker to reflect when Second Sight have requested supplementary information from the Applicant/Advisor  |   | CC        |
| WG - 043 | BC to write to Aver confirming travel expenses are not included, using the same formulation as the Working Group agreed for Howe & Co.  |   | BC        |

|             |   |  |     |
|-------------|---|--|-----|
| WG -<br>044 | M087: Post Office to issue letter to Professional Advisor confirming the Working Group is not minded to provide training. |  | POL |
|-------------|---|--|-----|

8. AOB

- QA'ing of reports
- Status of the Fact File
- Second Sight report