



Initial Complaint Review and Mediation Scheme

ExCo Update

13 February 2014

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Agenda



1. Background/Context
2. Programme Governance
3. Programme Plan
4. Performance Dashboard
5. Key Risks and Issues
6. Second Sight Engagement
7. Scope of the Working Group
8. Timeline of Key Events
9. Stakeholder Engagement

Decisions for this meeting

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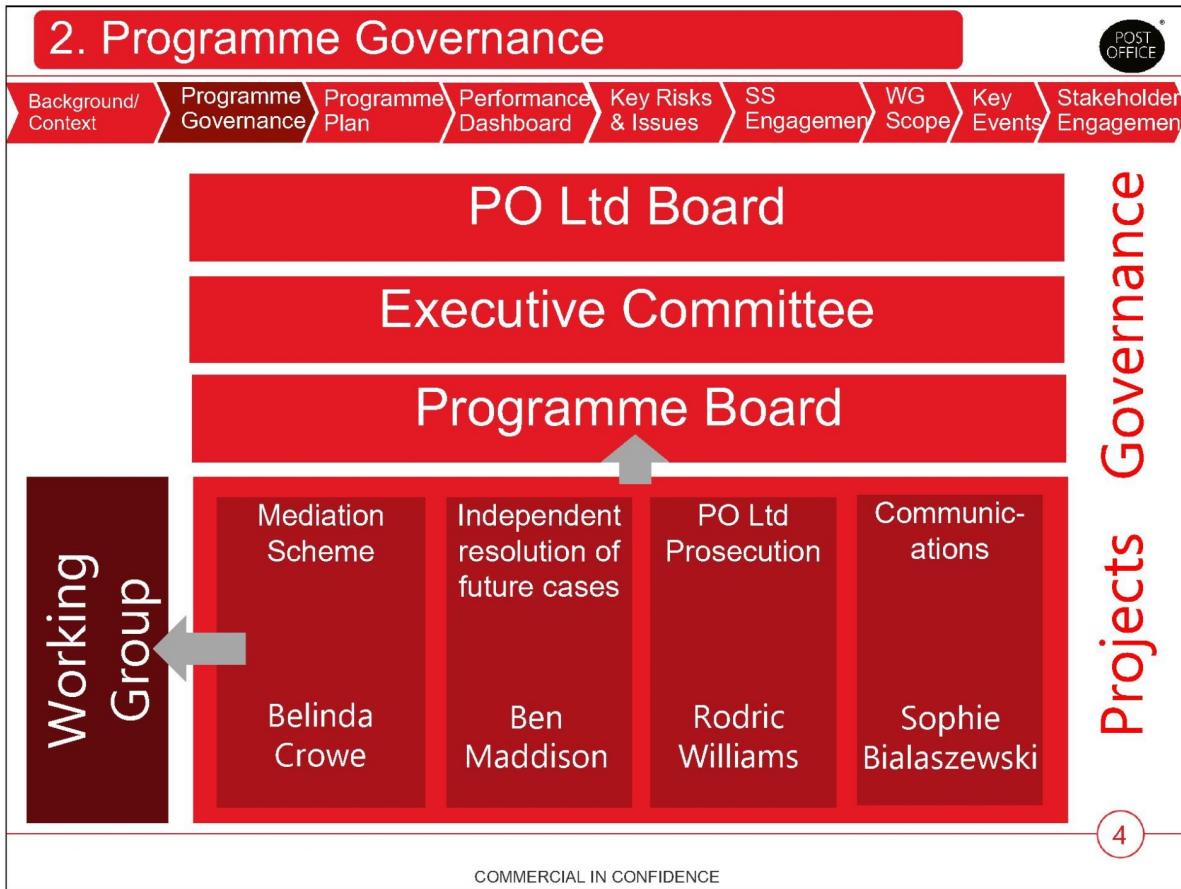
1. Background/Context - DAVID



Background/
Context Programme
Governance Programme
Plan Performance
Dashboard Key Risks
& Issues SS
Engageme WG
Scope Key
Events Stakeholder
Engageme

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2.1 Programme Board ToR



Frequency	Chair & Secretariat	Core Membership
<ul style="list-style-type: none"> Fortnightly 	<ul style="list-style-type: none"> Chris Aujard, Chair Nicky Mal, Secretariat 	Fay Healey (NED) Belinda Crowe, Angela Van-Den-Bogerd, Charles Colquhoun, Andy Holt, Rodric Williams, Andy Parsons, Sophie Bialaszewski, Jess Barker, Layla Wildon, Nicky Mal, David Oliver
Objectives	Inputs	Outputs
<ul style="list-style-type: none"> To provide the overall direction and management of the programme 	<ul style="list-style-type: none"> Programme Board reporting pack Key management information from case tracker Escalated risks or issues for review Draft deliverables for sign-off 	<ul style="list-style-type: none"> Agreed programme artefacts Signed-off programme deliverables Agreed mitigating actions for risks /resolution to issues Agreed escalations to ExCo Success criteria for the programme Minutes and actions
Responsibilities & Accountabilities		
<ul style="list-style-type: none"> Agree key programme artefacts including the programme plan and comms plan Ensure the appropriate coordination across the projects that comprise the programme Reviewing/signing-off deliverables To design the permanent solution for handling future cases Review civil and criminal cases Define acceptable risk profile and risk thresholds for the programme & its projects Resolve issues between projects, which need the input and agreement of senior stakeholders to ensure the progress of the programme Own the resolution of risks and issues that the programme faces Ensure resource availability for programme activities & resolve conflicts Resolve dependencies across programmes Define the success criteria for the programme Review programme budget every month Ensure the programme complies with Post Office data security policies Ensure suggestions for improvement/themes arising out of the programme are fed into the Business Improvement programme and vice versa Oversight of programme communications/PR Manage Second Sight's role in the programme 		

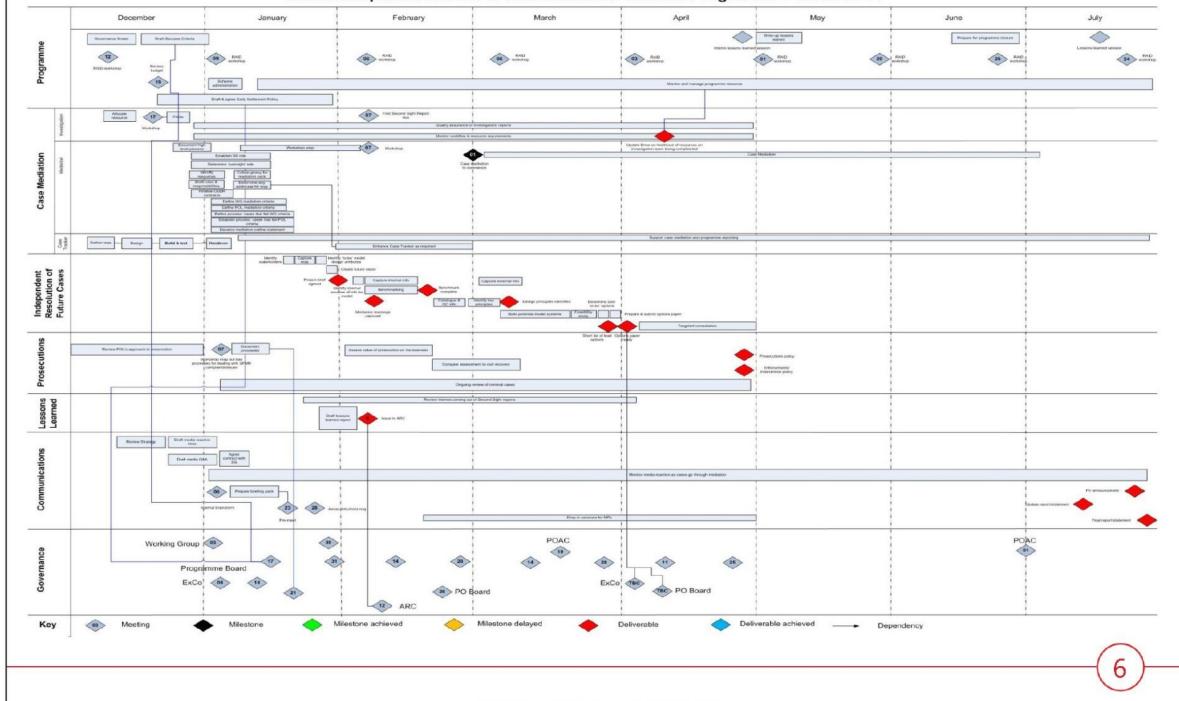
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3. Programme Plan



Initial Complaints Review & Case Mediation Scheme Programme Plan 2013-14



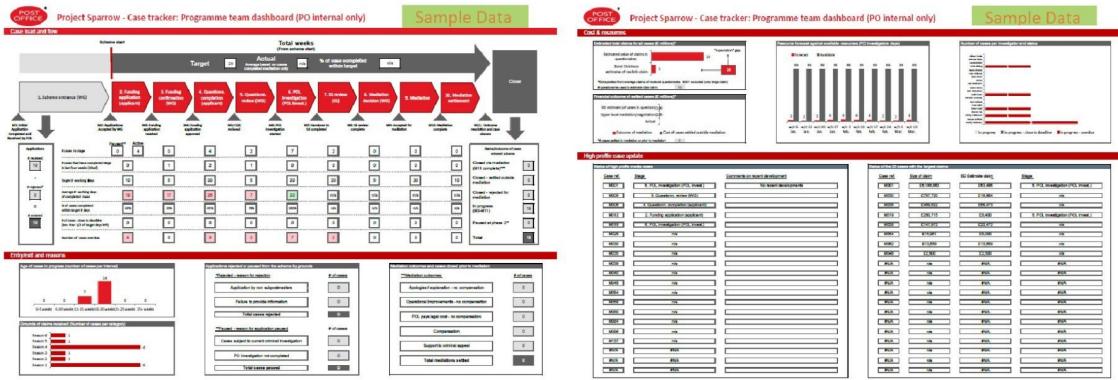
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4. Performance Dashboard



Background/ Context Programme Governance Programme Plan Performance Dashboard Key Risks & Issues SS Engagemen WG Scope Key Events Stakeholder Engagemen



- The Performance Dashboard has been developed
- Data cleansing/administration activities continue to improve the data quality

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5. Key Risks & Issues – extracted from programme register



Background/ Context	Programme Governance	Programme Plan	Performance Dashboard	Key Risks & Issues	SS Engagemen	WG Scope	Key Events	Stakeholder Engagemen
Risk/Issue	Action(s) / Update					Owner		
There is a substantial expectation gap - the difference between the amount claimed by applicants and BD's assessment of the realistic value of the claims. 25 applicants have sought £14M (5 of those are over £1M and a further 7 over £100K). If this is continued for the rest of the applications we would expect to see a gap of ~£47M.	<p>We will be producing a paper on how we will manage the expectation gap for ExCo to consider.</p> <p>Bond Dickinson are keeping the expected liability of cases under regular review and are leading on identifying suitable cases for early settlement.</p> <p>Early engagement with Professional Advisors and MPs are required to manage expectations and minimise reputational damage to POL/negative perceptions of the Scheme. Initial drop-in sessions for MPs are arranged in March.</p>					BC	BD	SB
Second Sight and JFSA consider the scope of Second Sight work to extend beyond the Scheme and in any event, have taken a very wide view of Second Sight's investigatory role within the Scheme	<p>A letter of engagement has been drafted. Second Sight have declined to sign the current draft and have asked for a number of amendments to be made. Post Office is considering these.</p> <p>A paper will be drafted for ExCo for onward transmission to the Board on the Scheme in general, covering the heightened risk and contractual relationship with Second Sight</p>					CA		

6. Second Sight Engagement



Second Sight engagement has been challenging; in particular the following are of concern:

- Second Sight have disagreed to the terms of engagement the Post Office have proposed
- 4 initial case reports originally due in January have not been delivered delaying the progression of these cases through the Scheme
- Lack administrative control on cases
- Billing on an hourly rate yet the Post Office have no visibility of their work

7. Scope of the Working Group - BEN



Post Office has always been clear that the Working Group's role is to ensure the Scheme is run in a fair and efficient manner. It will also be involved in making decisions on how particular cases should be managed through the Scheme only.

Scope

- Providing a forum for the resolution of Subpostmasters' complaints³
- Continuously developing and monitoring the mediation scheme^{2,4}
- Ensuring the Mediation Scheme is run in a fair and efficient manner⁴
- Confirm suitability of a case submitted by a Subpostmaster for further investigation²
- Ensuring all cases are fully investigated³
- Final decision on any cases that may not be suitable for mediation⁴
- Make decisions on how cases should be managed through the mediation scheme⁴
- Nomination of the mediation administrator and the panel of mediators⁴

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1<http://media.postoffice.co.uk/News-Releases/Post-Office-statement-on-findings-of-interim-report-into-Horizon-computer-system-a0.aspx>

2<http://media.postoffice.co.uk/News-Releases/Post-Office-announces-independent-mediation-scheme-for-subpostmasters-8d.aspx>

3<http://media.postoffice.co.uk/News-Releases/Sir-Anthony-Hooper-appointed-as-independent-chair-of-working-group-overseeing-initial-mediation-sche-72.aspx>

4Case Review Mediation Pack(1).pdf

8. Timeline of Key Events



Background/Context	Programme Governance	Programme Plan	Performance Dashboard	Key Risks & Issues	SS Engagement	WG Scope	Key Events	Stakeholder Engagement
	JAN	FEB	MAR	APR	MAY			JUN
GOVERNANCE	3 Face-to-face WG 6 Programme Board 8 ExCo 11 Board 17 Programme Board 21 Board 30	12 14 22 26	7 14 28	11 25				
CASE MEDIATION			First mediation papers distributed 22 SS reports due 1 First mediation case					
MEDIA/PR			12 PV- Industry & Parliament Trust dinner					
STAKEHOLDER ENGAGEMENT	PV /JA mtgs ◆	◆ ◆ PV /AH mtg PV /AH/SS mtg	◆ POL/JA/MPs mtg 5 Drop-in session for London MPs 19 Drop-in session for NE MPs 26 Drop-in session for MPs East of England					
POL EVENTS			14 Front Office Application procurement tender	19 PO Advisory Council	◆ Transfer of Fujitsu Service desk to Atos			

9. Stakeholder Engagement - DAVID



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