

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

**Standing Agenda for Thursday Calls**

**Teleconference details:**

Dial:  **GRO**

Participant's code: 8861240#

**Attendees**

Sir Anthony Hooper (Chair)  
Alan Bates (JFSA)  
Kay Linnell (JFSA)  
Ian Henderson (Second Sight)  
Ron Warmington (Second Sight)  
Chris Aujard (Post Office)  
Belinda Crowe (Post Office)  
David Oliver (Post Office)  
Claire Parmenter (Bond Dickinson)

**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. AOB

**Thursday 20<sup>th</sup> March, 13:00 – 14:00**

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

Case No.	Status	Working Group decision/action(s)
M025	Recommended for acceptance onto the Scheme. CC to liaise with RW & issue SL01 pack	The case was accepted onto the Scheme
M134	Recommended for acceptance onto the Scheme. CC to liaise with RW & issue SL01 pack	The case was accepted onto the Scheme

- M146 was raised by AB. AH noted that this case was with the Procurator Fiscal (Scotland) and therefore outside of Post Office's control. It is for the Procurator Fiscal to make decisions on the next steps.

2. Status of accepted applications awaiting a Case Questionnaire Response

N/A

3. New Case Questionnaire Responses

Case No.	Status	Working Group decision/action(s)
M032		The case was accepted to the next stage of the Scheme
M034		The case was accepted to the next stage of the Scheme
M038		The case was accepted to the next stage of the Scheme
M093		The case was accepted to the next stage of the Scheme

4. Post Office / Second Sight investigation progress

**Cases passed to Second Sight by Post Office: Post Office to provide an update on any further cases.**

Case No.	Status	Working Group decision/action(s)
M017	To be uploaded to Huddle 20/03	N/A
M019	To be uploaded to Huddle 20/03	N/A
M021	To be uploaded to Huddle 20/03	N/A
M022	To be uploaded to Huddle 20/03	N/A
M028	Uploaded to Huddle 18/03	N/A

Cases under Post Office investigation

Case No.	Status	Working Group decision/action(s)
M003	Investigation complete. Finalising report. Extension (not 1st) to 17th April required	Extension granted to the 17 <sup>th</sup> April
M007	Investigation complete. Finalising report. Extension (not 1st) to 3rd April required	Extension granted to the 3 <sup>rd</sup> April
M018	Investigation complete. Finalising report. Extension (not 1st) to 17th April required	Extension granted to the 17 <sup>th</sup> April
M039	Investigation complete. Finalising report. Extension (not 1st) to 3rd April required	Extension granted to the 3 <sup>rd</sup> April
M040	Investigation complete. Finalising report. Extension (not 1st) to 17th April required	Extension granted to the 17 <sup>th</sup> April
M046	Investigation complete. Finalising report. Extension (not 1st) to 17th April required	Extension granted to the 17 <sup>th</sup> April
M048	Investigation complete. Finalising report. Extension (not 1st) to 17th April required	Extension granted to the 17 <sup>th</sup> April
M051	Investigation on-going. Extension (not 1st) to 17th April required	Extension granted to the 17 <sup>th</sup> April
M058	Investigation complete. Finalising report. Extension (not 1st) to 17th April required	Extension granted to the 17 <sup>th</sup> April
M065	Investigation complete. Finalising report. Extension (not 1st) to 17th April required	Extension granted to the 17 <sup>th</sup> April
M107	Investigation on-going. Extension (not 1st) to 15th May required	Extension granted to the 17 <sup>th</sup> April only

- BC proposed to provide an overview of all the cases currently under Post Office investigation, associated detail and more realistic delivery timescales for review at the next Working Group meeting, based on an updated Case Tracker with final CQR submission dates
- DO to propose a solution for dealing with and communicating CQR submission delays of 2 months or more to claimants for the next Working Group meeting
- Post Office to provide a detailed report to the Working Group for those cases that have been under Post Office's investigation for more than 2 months
- M114 and M142 to appear on the standing agenda for the Working Group meetings
- RW commented that Second Sight's priority is to review the Post Office investigation reports it had received. AH commented that only SS should be looking at Post Office investigation reports when they are submitted and that they are not for the rest of the Working Group to review.
- Second Sight is on track to provide the thematic report on 26<sup>th</sup> March

5. Any other queries raised by Applicants / Advisors

- CC and BC have a conference call with Aver tomorrow to review all their cases; similarly with Howe & Co next week. BC will update the Working Group at the next face-to-face meeting on when we can expect CQRs

6. Issues with resourcing / timings

N/A

7. AOB

- AH has updated his paper for Second Sight's reports; it is now on Huddle
- AB raised the case of a Scheme applicant where Post Office had dropped their security investigation. The applicant wishes to be employed by Post Office as a counter clerk. AB asked if the Working Group could clarify the position. It was agreed that this was not a matter for the Working Group but for the Post Office. AB to advise the applicant to write to the Post Office (via AVDB)
- The Post Office's Factfile has been passed to Second Sight for them to draft the Part 1 report. Second Sight has provided initial comments and will providing more detailed comments next week