



shaping tomorrow with you

Mediation Scheme

Status – 26/03/2014

Summary



- Good progress on data retrieval requests to support Post Office in providing case responses to Second Sight
- Project remains on track for completion 12th May
- Teams collaborating well, positive feedback from Post Office sponsor, Andy Holt
- Second Sight report due 26th March now delayed, no date available yet for when this will be issued
- Team on standby to respond as required

Overall Status



- 147 cases are registered on the Master Tracking Spreadsheet
- Weekly review meeting on Tuesday's are being used to discuss RED and Amber Cases (red denotes priority)
- Short update meetings are arranged once or twice a week to deal with outstanding queries
- Out of 147 cases on the master spreadsheet:
 - 104 Responses sent
 - 5 Red Status, requests in progress
 - 2 Amber
 - 1 Green
 - 43 Cases have not yet been prioritised

ARQ level to date

- 477 ARQ requests have been raised by Post Office
- Fujitsu have dealt with 417 ARQ requests and sent back to Post Office.
- There are 60 ARQ requests still outstanding or partially received . (RED , Amber and Green Status Cases)