

Working Group for the Initial Complaint Review and Case Mediation Scheme

Standing Agenda for Thursday Calls

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)
Angela Van Den Bogerd (Post Office)
Andy Parsons (Bond Dickinson)
Claire Parmenter (Bond Dickinson)
David Oliver (Programme Manager)
Jessica Barker (Programme team)
Max Warren (Programme team)
Caroline Culver (Programme team)

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. Outstanding actions
8. AOB

Thursday 23 January, 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

Nothing to report.

3. New Case Questionnaire Responses

Case No.	Status	WG action/decision
M040	SS Recommend accept	Accepted
M046	SS Recommend accept	Accepted A Howe and Co case – SS raised a query on use of language by Howe and Co.
M057	SS Recommend accept	Post Office flagged that this application was light on detail and will be very difficult and time consuming to investigate. SS noted that this was a Howe and Co case. SS have already gone back to Howe and Co as they felt light on detail too and Howe and Co have said this is all there is. SAH noted that as this was a prosecution case the applicant should be able to use that material, also will she have access to data as a Crown Branch employee? ACTION Ron to speak to Howe and Co when the opportunity arises re their use of language in this application. Accepted onto scheme noting restrictions on material available.

Case No.	Status	WG action/decision
M065	SS Recommend accept	Accepted
M072	SS Recommend accept	Accepted
M107	SS Comment – M107_CQR is rather marginal and the amount in dispute is £3,650.66. No professional advisor has been appointed. It may be possible to resolve this matter outside of Mediation.	Accepted onto the scheme but Post Office will consider options to settle early if appropriate as investigation progresses.

4. Post Office / Second Sight investigation progress

Case No.	Status	WG action/decision
M002	Investigation complete. POL report being finalised to submit to SS by 30 January. Extension requested to 30 January. Not 1st extension.	Agreed
M028	Investigation complete. Finalising report. Request extension to 30 January. Not 1st extension.	Agreed
M029	Investigation complete. Finalising report. Request extension to 30 January. Not 1st extension.	Agreed
M030	Investigation complete. Finalising report. Request extension to 30 January. Not 1st extension.	Agreed
M031	Investigation complete. Finalising report. Request extension to 30 January. Not 1st extension.	Agreed
M035	Investigation complete. Finalising report. Request extension to 30 January. Not 1st extension.	Agreed
M042	Investigation ongoing. Awaiting information. Request extension to 13 February. Not 1st extension.	Agreed
M048	Investigation complete. Finalising report. Request extension to 30 January. Not 1st extension.	Agreed
M051	Following review of updated CQR (accepted at last working group) POL requesting extension to 13 February.	Agreed
M054	Investigation complete. Finalising report. Request extension to 30 January. Not 1st extension.	Agreed
M062	Investigation ongoing. Extension requested to 6 February. Not 1st extension.	Agreed
M066	Investigation ongoing. Awaiting information. Extension requested to 13 February.	Agreed
M083	Case withdrawn	Noted – ACTION AVDB to check detail and come back to Ron on whether withdrawn by signature or deemed withdrawn
M094	SPMR visited on 20 January. Awaiting outcome	Agreed

Case No.	Status	WG action/decision
	of visit. Request extension to 6 February.	
M104	POL investigation complete. SPMR content with conclusions. POL sent withdrawal letter on 6 January. Awaiting written confirmation from SPMR.	Noted
M117	Withdrawn	Noted AVDB to confirm method of withdrawal and inform Ron when uploaded
M142	SPMR not available until 30 January – update WG on 13 February	Agreed
M144	AVDB to up update WG post conversation with SPMR on 21 January	Considering if applicant wants a visit from AVDB but awaiting CQR. SS noted applicant very happy with how handled and will be submitting a CQR. AVDB to follow up with letter to applicant.
M145	POL investigation complete. SPMR content with conclusions. Awaiting written confirmation from SPMR.	Noted.
M147	POL investigation complete. SPMR content with conclusions. POL sent withdrawal letter on 9 January. Awaiting written confirmation from SPMR.	Noted.
M004	Raised by Kay	AVDB has met and shared findings of investigation. AVDB writing tomorrow expecting CQR post that letter
M037	Raised by Kay	AVDB holding time to meet when he returns from holiday to share findings of investigation
M114	Raised by Kay	Met with SPMR and POL were given extra detail extension agreed to 6 February
M126	Raised by Kay	Update on 6 February when AVDB has met.
	SS UPDATE	Couple of weeks away from being ready to release thematic report. AVDB raised joint report – Action Ron and ADVB to discuss

Case No.	Status	WG action/decision
		<p>SS raised the issue that the engagement letter was one of the things holding up the submission of the cases.</p> <p>CA and SAH noted this issue but made clear that they did not feel that agreeing the terms of engagement should hold up the reports. In any event it was agreed that this would be resolved by a further discussion between CA and SS and the terms of engagement being taken to the working group on 30 January.</p>
	009, 014 due on 24 January	2 week extension agreed.
	001 due on 28 January	

5. Any other queries raised by Applicants / Advisors

Case No.	Query	WG action/decision
118	Advisor (Tom Cleary from Frisby & Co Solicitors) has contacted POL with a request for an extension of the timeline from 5 February to 14 February and a funding request to meet the costs (£117.26) of retrieving prosecution case files from storage.	Agreed subject to clarification of ownership of the files.
71	Applicant has responded to reminder letter but due personal circumstances is not able to complete paperwork in two weeks. Recommend pausing case for one month and getting back in touch then.	Agreed
	HOWE and Co cases	<p>BC updated working group on conversation on 22 January with Howe and Co. BC confident that issues are resolved.</p> <p>BC will write to Howe and Co after this meeting to set out the cases and when they are due.</p>

		<p>7 cases on 28 January.</p> <p>Howe and Co had not understood that they could proceed on a case on the basis of a letter priori to receipt of the Purchase Order.</p> <p>In her letter BC will set a timeline of 4 weeks from date of letter with spreadsheet setting out the information.</p>
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6. Issues with resourcing / timings

No issues reported.

7. Outstanding actions

Ref	Action	Action Owner	Update	Due Date
5	Draft DP letters and rules for data protection	AP	In progress. Need to upload onto Huddle & revise Alan's letter and issue to AB & AH	02/01
15	Second Sight and Post Office to consider the production of a joint generic report for the mediation	AVDB	Discussion ongoing	16/01
17	Alan Bates to provide comments on his data protection letter	AB	To be discussed at next face to face working group at Alan's request	30/01
21	AP to arrange for AH to view criminal case files	AP	Complete	16/01
22	Post Office to revise mediation process map and recirculate	JB	Will be presented at next face-to-face WG meeting	30/01
23	AP to provide revised clauses for Terms of Reference	AP	Completed; to be uploaded onto Huddle ahead of the next face-to-face WG	30/01
24	POL were requested to inform the Working Group when two or more extensions have been sought.	BC	Complete	23/01
25	Second Sight has a 3 rd resource ready to support their work; POL to put an agreement in place	BC		23/01
26	AB to speak to SD to contact BC directly to discuss. BC to speak to SD addressing each of the points made in correspondence.	AB BC	Complete	23/01

8. AOB

- M141 case to be dropped and case back into the scheme. Only Post Office to inform applicant. ACTION CQ and funding letter to issue once applicant informed.
- ACTION Post Office to reinforce the point that files not to be destroyed – Note to issue in Chris Aujard's name – including letter to Royal Mail and other relevant bodies.
- Next meeting Thursday 30 January at 1130