INITIAL COMPLAINTS REVIEW & CASE MEDIATION SCHEME
CHAIRS BRIEFING FOR PROGRAMME BOARD
4 FEBRUARY 2014

1. **Programme Director's Update**
   - Working Group – Worth recapping the attempted scope creep by the Working Group – especially with Mark Davies there.
   - What will the impact in cost and time be of circulating Second Sight reports in draft.
   - Performance – what steps should we take to prepare for the first wave of Second Sight reports?
   - *Mediation – without the Second Sight slippage would be under a lot of pressure now. Project plan needed by end of week to take us through to first mediation meeting.*

2. **Communication Scenarios**
   - *Critical Scenarios – Is eight critical scenarios a realistic number to manage?*
   - *Know that Nina wants to avoid public statement until scheme closure – do the board think this is (1) the right approach, (2) realistic given the risks?*

3. **Themes arising from CQRs**
   - Links to the last item – are we reliably measuring the changes that we are making as we will need them for public facing statement on the scheme.
   - How accurate/fair do we think the themes are?

4. **Programme Interdependencies**
   - *Fujitsu appear to be key to both programmes – how are we managing them and representing the programmes through their governance?*
   - *Good to get agreement to a workshop on the programme dependencies – happy to run and sort facilitation from the Scheme programme team if helpful.*

5. **Development of the Future Complaints Resolution Model**
   - *Is a narrow scope right or should we be building something with the ability to protect POL in the future?*
   - *The current scope would not pick up the themes we discussed earlier in the meeting, is this a problem?*
   - *Tasking will be important – this team could provide a pressure valve for future issues if properly resourced – should they be formally taskable only by POL (lessons from Second Sight letter here).*

6. **Performance Dashboard**
   - Pleased to see the first tracker – now need much closer monitoring of the cases
   - Need some milestones for report delivery – can we have a paper on this for the next board?

7. **Key Risks & Issues**
   - *Is the management effort in the right place with the investigation reports?*
   - *Are we putting enough effort into getting them right first time?*
   - *Are we tracking the reports at a granular enough level?*
   - *Spent a lot of time discussing expectation gap. Would like a detailed plan to manage the expectation gap for the next Programme Board?*