

**Initial Complaints Review & Case Mediation Scheme Programme Board**

Date: Friday 14 March 2014  
Time: 10:00 – 11.30  
Place: Room 505, 148 Old street

**Attendees:**

<b>Name</b>	<b>Abbrev.</b>	<b>Job Title</b>
Chris Aujard	CA	General Counsel (Chair)
Angela Van Den Bogerd	AVDB	Head of Partnerships
Belinda Crowe	BC	Initial Complaints Review & Case Mediation Scheme, Programme Director
Sophie Bialaszewski	SB	Initial Complaints Review & Case Mediation Scheme, Communications
Layla Wildon	LW	Regulatory Risk Business Partner
Jess Barker	JB	Initial Complaints Review & Case Mediation Scheme, Mediation Lead
Andy Parsons	AP	Senior Associate, Bond Dickinson
David Oliver	DO	Initial Complaints Review & Case Mediation Scheme, Programme Manager
Nicky Mal	NM	Initial Complaints Review & Case Mediation Scheme, PPM & Governance Lead
Rodric Williams	RW	Post Office, Legal
Andy Holt	AH	Business Solutions Manager C&IS

**Guests**

<b>Name</b>	<b>Abbrev.</b>	<b>Job Title</b>
Lena Hameed	LH	Initial Complaints Review & Case Mediation Scheme

**Apologies**

<b>Name</b>	<b>Abbrev.</b>	<b>Job Title</b>
Charles Colquhoun	CC	Finance
Fay Healey	FH	Programme Board Non-Executive
Mark Davies	MD	Communications Director

**Meeting Agenda:**

1. Programme Director's Update
2. Early Settlement
3. Performance Dashboard
4. Key Risks & Issues
5. Budget
6. AOB

## Minutes and actions from 14/03/14 Programme Board

No	Minutes/Action	Completion Date	Status	Action Owner
1	<p>BC provided the Programme Director's Update to the Board:</p> <ul style="list-style-type: none"> <li>The Working Group terms of reference were approved at the meeting last Friday</li> <li>Second Sight were not able to complete their thematic report for this meeting; their new deadline is the 26/03 for consideration at the next face-to-face Working Group on 01/04</li> <li>PV met with Second Sight prior to the Working Group last week to discuss their capacity for dealing with the number of cases in the Scheme. They advised they were unlikely to complete their work this year and suggested how the Scheme could be redesigned in order to deal with the workload; the Post Office is considering these</li> <li>Linklaters are reviewing the legal and financial exposure associated with the Scheme. They will provide their findings to the Board on 26/03. The Board may make a decision on how the Scheme should proceed as a result of this work.</li> </ul> <p>ExCo have agreed to create a sub-committee to provide any executive steer on the outputs of the report.</p> <p>In the event there are significant changes to the Scheme, these will need to be implemented rapidly.</p> <p><b>Action – NM to issue the scope paper of Linklater's work to the members of the Programme Board</b></p> <ul style="list-style-type: none"> <li>MP's meeting with JA, Second Sight and JFSA is on 24/03; PV has a pre-meet with JA on 18/03</li> </ul> <p>CA highlighted a risk with regards to the flow of information from Post Office to Second Sight and JFSA. Second Sight has no right to be asking for additional information pertaining to individual cases/thematic issues. Post Office needs Second Sight to focus on the mediation of cases and not Second Sight's report for MPs.</p> <p><b>Action – escalate any information requests from Second Sight to CA</b></p>	14/03/14	Closed	NM
		On-going	Open	ALL

	<p>AVDB confirmed that the case handlers do not have direct contact with Second Sight and that she has already relayed this message to KA and SH.</p> <p>BC added that Second Sight tends to communicate in an informal manner and that Post Office should retain professionalism at all times.</p>			
2	<p>LH took the Board through the high level process for early settlement.</p> <p>The Programme Board agreed that the test cases proposed for early settlement should be considered by the sub-committee.</p> <p>CA questioned what the status of criminal cases was and what the process is for progressing them. RW explained that Post Office now have a better view as to how many criminal cases there are and the scale of the work. A risk assessment of the individual cases needs to be completed; could we ask the Working Group to consider parking these for the time being? CA proposed 2 actions:</p> <p><b>Action - Prepare a paper for the Programme Board (and then the Working Group) on the proposal for dealing with criminal cases</b></p> <p><b>Action - A discussion with Linklaters to alert them of the complexity of the criminal cases</b></p> <p>CA asked how many of the cases being investigated under the Scheme are criminal cases, as this also needs to be reported to Linklaters. <b>Action – LH to confirm how many of the cases being investigated under the Scheme are criminal cases</b></p>	<p>First draft 19/03/14</p> <p>18/03/14</p> <p>21/03/14</p>	<p>Open</p> <p>Closed</p> <p>Open</p>	<p>LH</p> <p>RW</p> <p>LH</p>
3	<p>Of 38 cases under Post Office investigation, 16 are with Legal and the remaining are still being investigated. It is currently taking approximately 4 weeks to investigate a case and 4 weeks to sign-off a case. AP is reviewing how the end-to-end process could be made more efficient and will be trialing a new approach.</p> <p>RW highlighted that prioritisation and resourcing is a challenge: there are only 2 resources available for signing-off reports and they are not dedicated resources to the programme.</p> <p><b>Action – inform Linklaters of the resourcing challenge so that this can be considered in their</b></p>	<p>18/03/14</p>	<p>Closed</p>	<p>RW</p>

	<p><b>options paper to the Board</b></p> <p><b>Action – arrange a meeting to review process and resourcing for cases due over the next few weeks</b></p>	17/03/14	Closed	DO
4	<p>The principal concern at the moment is the uncertainty associated with the outcome of the Linklater's report and how the Scheme will move forward in view of the report.</p> <p>LW asked whether there was an articulated timeline of events. <b>Action – BC/DO to consider how to articulate a timeline of the key up and coming events.</b></p> <p>The cost of putting a stop on the destruction of data is in the region of £40-£60k. CA said this should be discussed at ExCo on 18/03. No action should be taken until we have a view from the Board on the way forward. Thought should be given on how the Working Group is updated on this matter. <b>Action – AVDB to confirm the number of cases in the Scheme that may have been affected by the destruction of data</b></p> <p>AH will be working with Fujitsu to minimise any additional costs as a result of ARQ request volumes.</p>	<p>18/03/14</p> <p>18/03/14</p>	<p>Open</p> <p>Open</p>	<p>BC/DO</p> <p>AVDB</p>
5	<p>Both CC and LF were not at the Programme Board to present the budget update. BC and SB have a meeting with Finance on 17/03 to discuss:</p> <ul style="list-style-type: none"> <li>the possibility of raising any purchase orders before the end of the financial year</li> <li>payments being made without BC's authorisation</li> <li>approval for consultancy spend beyond 31/03</li> </ul> <p>CA highlighted that it was wholly unacceptable that there was no representative from Finance present given the importance of these matters in an already resource constrained programme. <b>Action – BC to relay this message to CC and put in writing to CD</b></p>	17/03/14	Open	BC
6	<p>The next Programme Board on 28/03 will be cancelled. <b>Action – BC to update the Programme Board by correspondence on the Board's views/decision(s)</b></p>	28/03/14	Open	BC

**Summary of actions**

<b>No</b>	<b>Action</b>	<b>Owner</b>	<b>Due Date</b>
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1	NM to issue the scope paper of Linklater's work to the members of the Programme Board	NM	Closed
2	Escalate any requests for information from Second Sight to CA	ALL	On-going
3	Prepare a paper for the Programme Board (and then the Working Group) on the proposal for dealing with criminal cases	LH	First Draft 19/03/14
4	Alert Linklaters on the complexity of the criminal cases	RW	Closed
5	LH to confirm how many of the cases being investigated under the Scheme are criminal cases	LH	21/03/14
6	Inform Linklaters of the resourcing challenge so that this can be considered in their options paper to the Board	RW	Closed
7	Arrange a meeting to review process and resourcing for cases due over the next few weeks	DO	Closed
8	BC/DO to consider how to articulate a timeline of the key up and coming events.	BC/DO	18/03/14
9	AVDB to confirm the number of cases in the Scheme that may have been affected by the destruction of data	AVDB	25/03/14
10	BC to relay this CA's message to CC and put in writing to CD	BC	17/03/14
11	BC to update the Programme Board by correspondence on the Board's views/decision(s)	BC	28/03/14