

Working Group for the Initial Complaint Review and Case Mediation Scheme

Standing Agenda for Thursday Calls

Teleconference details:

GRO
Participant code GRO

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)
Caroline Culver (Post Office)
Andy Parsons (Bond Dickinson)
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 27 February, 13:00 – 14:00

1. Status of current applications that have not yet been accepted
 - The letters, under AH's signature, to the 3 applicants wishing to join the Scheme have been sent by AB
 - There may be a fourth late applicant for the Working Group to consider
 - BC and AB to check whether latest potential applicant is one of the 3 above otherwise BC to issue letter under AH's signature using same formulation as already used as per above
2. Status of accepted applications awaiting a Case Questionnaire Response
 - BC to bring a full list and status update of accepted applications awaiting a Case Questionnaire Response to the next Working Group on 7 March
 - BC to issue a letter to Howe & Co and Aver informing them that the Working Group will be discussing the issues they raised. The letter should also make clear that they should continue to work on completing CQRs as soon as possible in the meantime
3. New Case Questionnaire Responses

Case No.	Status	Working Group decision/action
GRO	POL to review how much extra time is required in light of new CQR submitted. POL to update WG 06/03	POL will have their supplementary report to Second Sight on 20/03
GRO	The funding agreement for this case has not been received.	The Working Group agreed to accept this case on to the Scheme. The Working Group agreed to Post Office's suggestion to in this instance exceptionally grant funding retrospectively. POL to contact Advisor to obtain funding agreement.

4. Post Office / Second Sight investigation progress

Post Office to provide the Working Group on general progress.

Case No.	Status	Working Group decision/action
GRO	Investigation complete. Finalising report. Extension (not 1st) to 20/03 required.	Extension to 20/03 granted
GRO	Awaiting response from applicant to confirm progression of case to Scheme. POL to update WG 06/03.	POL to update WG 06/03

Case No.	Status	Working Group decision/action
GRO	Investigation on-going - complex case. Extension (1st) to 13/03 required.	Extension to 13/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 06/03 required.	Extension to 06/03 granted
	Investigation on-going, complex case. Extension (first) to 13/03 required.	Extension to 13/03 granted
	Investigation on-going, complex case. Extension (second) to 20/03 required.	Extension to 20/03 granted
	Investigation on-going, complex case. Extension (second) to 20/03 required.	Extension to 20/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 20/03 required.	Extension to 20/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 20/03 required.	Extension to 20/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 06/03 required.	Extension to 06/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 06/03 required.	Extension to 06/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 13/03 required.	Extension to 13/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 13/03 required.	Extension to 13/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 06/03 required.	Extension to 06/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 20/03 required.	Extension to 20/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 13/03 required.	Extension to 13/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 13/03 required.	Extension to 13/03 granted
Investigation complete. Finalising report. Extension (not 1st) to 06/03 required.	Extension to 06/03 granted	

Case No.	Status	Working Group decision/action
GRO	Investigation on-going. Extension (not 1st) to 20/03 required.	Extension to 20/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 13/03 required.	Extension to 13/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 13/03 required.	Extension to 13/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 06/03 required.	Extension to 06/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 20/03 required.	Extension to 20/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 13/03 required.	Extension to 13/03 granted
	Investigation complete. Finalising report. Extension (not 1st) to 13/03 required.	Extension to 13/03 granted
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	Investigation complete. Finalising report. Extension (not 1st) to 13/03 required.	Extension to 13/03 granted
	SPMR visited 10th Jan. Support given to branch w/c 20th Jan. Awaiting outcome of this. Need to discuss findings with SPMR and then will update WG 06/03.	POL to update the Working Group on 06/03
	SL03 letter issued 22/01/14. POL to update WG 13/03	POL to update the Working Group on 13/03
	Report being finalised. POL to update WG 06/03	POL to update the Working Group on 06/03
	Investigation not yet complete as awaiting further information. Extension (not 1st) to 13/03 required.	Extension to 13/03 granted
Visit 30/01/14 to meet SPMR. Received additional details from SPMR & awaiting POL data to review. Will need to present findings to SPMR. POL target date 20/03.	Post Office to update Working Group on 20/03	

Case No.	Status	Working Group decision/action
GRO	AVDB rang SPMR 21st Jan. SPMR wants his case to progress to SS. POL to send SL01 pack.	CC and RW to liaise to issue a GRO pack to the applicant.

- Second Sight have uploaded their first 2 Case Review Reports (for GRO) onto Huddle which will be discussed at the next face-to-face Working Group on 7 March
 - It was agreed that the discussion would be on format and style of the Case Review Reports and not the merits of the cases
- Second Sight agreed to issue a draft of the Mediator briefing pack by 5pm on 5 March
- Second Sight stated the Case Review Report on GRO will be issued to the Working Group by 7 March

5. Any other queries raised by Applicants / Advisors

- Aver and Howe & Co letters to be discussed at the Working Group meeting on 7 March; see item 2 above

6. Issues with resourcing / timings

N/A

7. AOB

- BC to bring hard copies of all relevant documents (initial applications, Case Questionnaire Responses and POL reports) for GRO to the Working Group meeting on 7 March
- POL agreed to consider how the thematic issues identified by Second Sight might be easily referenced in the POL reports
- The Case Questionnaire Response for GRO (now with Second Sight) was completed and submitted without a professional advisor. It now transpires that there is a professional advisor and the case is on hold because of the involvement of the Official Receiver (OR). A funding agreement has not been approved by POL.
 - AB to provide a list of all cases in this category for the Working Group
 - BC to check to see if OR cases can be identified from the paperwork held in relation to all applications to cross-reference with information obtained by AB above
 - This issue to be discussed and a way forward agreed at the Working Group meeting on 7 March, informed by a list of cases compiled as above