

MINUTE

Working Group for the Initial Complaint Review and Case Mediation Scheme

31st July 2014

Teleconference details:

Dial:

Participant's code:

FOR THE CHAIR ONLY:

Dial:

Code:

Attendees

Sir Anthony Hooper (Chair)
Alan Bates (JFSA)
Ian Henderson (Second Sight)
Ron Warmington (Second Sight)
Chris Holyoak (Second Sight)
Belinda Crowe (Post Office)
Chris Aujard (Post Office)
Angela Van Den Bogerd (Post Office)
Andy Parsons (Bond Dickinson)

Apologies

Kay Linnell (JFSA)
David Oliver (Post Office)

Agenda

Standing agenda items

1. Status of accepted applications awaiting a Case Questionnaire Response
2. New Questionnaire Responses
3. Priority cases
4. Bankruptcy cases
5. Post Office Investigation Progress
6. Cases with Second Sight to review PO investigation reports
7. Cases that Second Sight have reported on
8. Any other queries raised by Applicants / Advisors
9. AOB

1. Status of accepted applications awaiting a Case Questionnaire Response

None overdue – a number have been received this week. Advisors have confirmed that they are on track to deliver to deadlines

2. New Case Questionnaire Responses

No new CQRs submitted by Second Sight.

3. Priority cases

Case No.	Status
GRO	SS draft report completed 30 June, deadline for comments 25 July. Final CRR from SS due 1 August.
	Draft CRR uploaded to Huddle on 28 July. Awaiting WG decision re Part Two
	CQR accepted by WG 26 June. Investigation on-going. AVDB to update.
	Draft CRR uploaded to Huddle on 29 July. Awaiting WG decision re Part Two

- M073 – AVDB advised that this will be uploaded to Huddle either today or tomorrow.

4. Bankruptcy cases

Case No.	Status
GRO	Draft CRR uploaded to Huddle 17 July. Awaiting WG decision re Part Two
	Draft CRR uploaded to Huddle on 28 July. Awaiting WG decision re Part Two
	PO report passed to SS on 8 May. Draft CRR due 1 August.
	PO report passed to SS on 12 May. Draft CRR due 15 August.
	PO report passed to SS on 15 April. Draft CRR due 25 July. Extension requested – see agenda item 6.
	PO investigation on-going, report due on 7 August.
	PO investigation on-going, report due 7 August.
	PO investigation on-going, report due 25 September.
	CQR deadline 31 July. CQR submitted to SS this week.
	PO investigation on-going, report due 21 August.
	PO investigation on-going, report due 21 August.

Case No.	Status
GRO	PO investigation on-going, report due 7 August.
	PO investigation on-going, report due 21 August
	CQR deadline 31 July. Applicant represented by Aver.
	CQR submitted to SS this week.

- SS advised that the draft CRR for **GRO** has now been uploaded onto Huddle.

5. Post Office Investigation Progress

No extensions required.

6. Changes to scheduling

i) New scheduling to note

Case No.	Date passed to SS	SS planned scheduled delivery date
GRO	29 July	12 September
	25 July	12 September

ii) Overdue cases – SS to update

Case No.	Date passed to SS	SS planned scheduled delivery date	SS revised scheduled delivery date	Working Group Decision
GRO	15 April	25 July	Extension required until 1 August.	Has now been uploaded to Huddle – see item 4.

7. Cases that Second Sight have reported on

Case No.	SS Draft Report issued	Deadline for comments	SS Final Report completed/ <i>due</i>	WG Decision	Sent to CEDR
GRO	29 May	6 June	11 June	Not mediate	N/A
	6 June	17 June	20 June	TBC by WG	-
	13 June	24 June	1 July	Mediate	15 July
	20 June	22 July	<i>1 August</i>	-	-
	30 June	25 July	<i>1 August</i>	-	-
	4 July	Extended to 1 August	<i>8 August</i>	-	-
	17 July	Awaiting Part Two	-	-	-
	18 July	Awaiting Part Two	-	-	-
	28 July	6 August	-	-	-
	28 July	Extended to 27 August.	-	-	-
	28 July	Extended to 27 August.	-	-	-
	28 July	Awaiting Part Two	-	-	-
	29 July	Awaiting Part Two	-	-	-

- In response to Aver’s request, extensions granted for comments on draft CRRs for **GRO** until 27 August.

ACTION: SAH to write to Aver confirming extension, copied to applicant.

- **Cases mediated**

Case No.	Date referred to CEDR	Date Mediated
GRO	19 June	11 July
	19 June	10 July
	30 June	Resolved prior to mediation

8. Any other queries raised by Applicants / Advisors

- **GRO** – Aver approached AB for an extension on the CQR submission due to the applicant's personal circumstances. Extension for CQR submission granted to 31 August.

ACTION: SAH to write to Aver granting extension, copied to applicant.

9. AOB

- **GRO** – eligibility query

ACTION: AVDB to email Working Group setting out the issue and a recommendation on how the case should be handled – including a consideration of the applicant's views.

- Part Two progress – SS to update. WG to decide whether draft CRR etc. to be issued before Part Two

SS and PO met to discuss Part Two on 30 July. SS confirmed that a preliminary draft will be available this week for confirmation of factual accuracy following which a final draft will be issued for consideration by the WG by the end of next week with a view to it being finalised and ready for distribution the following week.

ACTION: SS to send Part Two preliminary draft to PO and JFSA this week.

Secretariat to issue draft CRRs on **GRO with a letter explaining that applicants will have 7 days to comment after Part Two has been provided (anticipated within the next 10 days).**

- Second Sight productivity – BC and SS to update

SS confirmed a continued achievability of producing 3 draft CRRs per week going forward. SS and PO to put forward a recommendation to the WG on possibilities for grouping cases to facilitate faster and more efficient report production.

- WG noted - letters updating applicants being issued in batches. Advisors have not been copied - does WG want a letter sent to advisors?

ACTION: Secretariat to notify advisors of applicant update letters.

- WG to note - will begin to issue PO reports when this exercise is complete.
- "Chair's mediation test"

Chair confirmed submissions had been received from JFSA and PO and that he will notify the WG of his decision next week. It was confirmed that this superseded the action from the WG face-to-face on 10 July requesting submissions on the role of the WG in recommending cases for mediation.

- Chair raised the fact that the issue of informing the WG of mediation outcomes in a way which maintains confidentiality appears to be complex than originally envisaged.

ACTION: BC to request paper from CEDR setting out the confidentiality issues and how the WG might be appropriately "kept in the loop".

ACTION: Secretariat to schedule next WG call on 28 August (all other business to be conducted by email unless a call is considered necessary).