

From: "Parsons, Andrew" <[REDACTED] GRO>
To: "Loraine, Paul" [REDACTED] GRO
Subject: RE: Request for help in respect of the Chairman's report: Subject to Legal Privilege [BD-4A.FID20472253]
Date: Mon, 22 Feb 2016 17:29:26 +0000
Importance: Normal
Inline-Images: image001.jpg; image002.jpg; image003.jpg; image005.jpg; image006.jpg; image007.jpg; image008.jpg; image009.png

Let's get every call ref and then we can decide which ones to dig into further. My thinking is that we get one go at getting the call ref details from Kendra and so should get them all in one go.

A

Andrew Parsons
Managing Associate

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From: Loraine, Paul [mailto:[REDACTED] GRO]
Sent: 22 February 2016 15:40
To: Parsons, Andrew
Subject: FW: Request for help in respect of the Chairman's report: Subject to Legal Privilege [BD-4A.FID20472253]

Andy

Can I quickly check – do you only want to pull the case handler info for the three cases where there is a direct allegation of incompetence (M007/45/144)? I have highlighted the relevant bit in your email below. Or are we pulling the info for every instance where we have a call ref number?

Having looked at the helpline log, a lot of the CQR “complaints” seem pretty neutral (ie. they just say “we called the helpdesk on X date”, without making an allegation). It is questionable what benefit there is in knowing who fielded these calls. I suppose if there is an overarching allegation that the helpline was poor and specific calls are referenced (albeit in a neutral way) there could arguably be some benefit in gathering this info.

Ta

Paul

Paul Loraine
Solicitor
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From: Mark Underwood1 [<mailto:> GRO]
Sent: 19 February 2016 16:06
To: Loraine, Paul; Parsons, Andrew
Subject: RE: Request for help in respect of the Chairman's report: Subject to Legal Privilege [BD-4A.FID20472253]

Here you go



Kendra Dickinson
Senior Contact Centre Relationship Manager
Support Services

Mobile Email GRO

Mark Underwood
[Complaint Review and Mediation Scheme](#)

GRO

From: Loraine, Paul [<mailto:> GRO]
Sent: 19 February 2016 16:04
To: Parsons, Andrew; Mark Underwood1
Subject: RE: Request for help in respect of the Chairman's report: Subject to Legal Privilege [BD-4A.FID20472253]

Mark

Please can you send me Kendra's number?

Thanks

Paul

Paul Loraine
Solicitor
Bond Dickinson LLP

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From: Parsons, Andrew [[mailto:](#)] GRO
Sent: 19 February 2016 15:45
To: Mark Underwood1
Cc: Loraine, Paul
Subject: RE: Request for help in respect of the Chairman's report: Subject to Legal Privilege [BD-4A.FID20472253]

Mark. Just to confirm – we're looking at this. Be in touch shortly.

A

Andrew Parsons
Managing Associate

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From: Mark Underwood1 [[mailto:](#)] GRO
Sent: 17 February 2016 14:13
To: Parsons, Andrew; Patrick Bourke
Cc: Steve Allchorn
Subject: RE: Request for help in respect of the Chairman's report: Subject to Legal Privilege [BD-4A.FID20472253]

Thanks Andy – are BD available to speak with NBSC (Kendra?) to obtain the necessary info for the cases your have highlighted? Kendra was interviewed by Jonathan Swift QC as part of the Review so should be up to speed with what is going on. I can however arrange a call if that would help?

In terms of the cases you have highlighted, I also wondered whether we should / are able to investigate:

- M001: The calls logs that detail a “Complaint” of which there are one - do we know what that complaint was in respect of?
- M035: the call handler who took the call on 23 Dec 2003 – this is the call cited as having caused the discrepancy to have doubled?
- M042: Similar to M035, there is an allegation that mis advice led to the doubling of discrepancy. This is said to have occurred on 01.06.2011. Are we able to identify this call & the call handler?
- M080: Does the letter of 5 May 2009, details the calls in which he received “conflicting advice”?
- M143: Are we able to identify the call handler that took the call on 03 June 2009?

Mark

Mark Underwood
Complaint Review and Mediation Scheme

GRO

From: Parsons, Andrew [mailto:] GRO
Sent: 10 February 2016 09:47
To: Patrick Bourke; Mark Underwood1
Cc: Steve Allchorn
Subject: RE: Request for help in respect of the Chairman's report: Subject to Legal Privilege [BD-4A.FID20472253]

Patrick

Please find attached the updated schedule of helpline complaints which now includes (i) comments on helplines from the POIRs and CRRs and (ii) NBSC call refs where available.

I think the cases to focus on are M007, M045 and M144 where there are direct allegation of incompetence in the helpline staff (allegations are highlighted in green).

The next step is to identify the call handlers at NBSC from the call ref numbers. The call logs I have seen don't show the name of the call handler. I suspect this info needs to be pulled from the call logging system in NBSC. If we can help with this, please let me know but I suspect that this is probably an internal job for POL.

Kind regards
Andy

Andrew Parsons
Managing Associate

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From: Patrick Bourke [mailto:] GRO
Sent: 01 February 2016 10:32
To: Parsons, Andrew; Mark Underwood1
Cc: Steve Allchorn
Subject: RE: Request for help in respect of the Chairman's report: Subject to Legal Privilege [BD-4A.FID20472253]

Dear Andy

Long time etc – hope you're well.

Many thanks for this and I agree with your recommendations and we will, please, take you up on the paralegal support to perform 1 and 2.

Best wishes

Patrick

From: Parsons, Andrew [mailto:] GRO
Sent: 01 February 2016 09:49
To: Mark Underwood1
Cc: Patrick Bourke; Steve Allchorn
Subject: RE: Request for help in respect of the Chairman's report: Subject to Legal Privilege [BD-4A.FID20472253]

Mark

Please find attached a schedule showing those cases where a specific helpline complaint has been made.

16 of the cases provide sufficiently detailed information to allow a further investigation (highlighted in green).

11 more cases elude to a call happening in a particular week or month from which one could probably try to find the details of the call from the POL call logs but this could require a lot of extra work (highlighted in yellow).

I would just look at the green cases as the yellow ones will require a degree of guesswork to identify the exact call. I would also only look for calls to NBSC as I suspect POL will not have access to the HR records of employees on the HSD (as this was operated by Fujitsu; now ATOS).

In terms of next steps, my suggestion would be:

1. Review the NBSC call logs for each green case to try to identify any relevant NBSC call reference ID numbers.
2. For each identified call, review the POIR and CRR to determine what has been said about these calls / issues already.
3. From the call ref number POL should then be able to identify the call handler at NBSC and can make enquiries about those call handlers.

I can offer some paralegals to help conduct 1 and 2 above if that would help.

Kind regards
Andy

Andrew Parsons
Managing Associate

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From: Mark Underwood1 [[mailto:](#) **GRO**]
Sent: 26 January 2016 09:34
To: Parsons, Andrew
Cc: Patrick Bourke; Steve Allchorn
Subject: Request for help in respect of the Chairman's report: Subject to Legal Privilege
Importance: High

Hi Andy,

I just tried to call but went through to your voicemail so, in the first instance, I thought I would send you a note.

As I think you are aware, the Chairman has now received the report from Jonathan Swift QC. This report contains a number of recommendations, including for us to:

"cross reference specific complaints about misleading advice from NBSC call-handlers with the possible employees who provided that advice and consider their personnel files, where available, for evidence as to the likelihood that the complaint may be well founded".

Our proposal to address this, as agreed with Jonathan, is for those Applicants who raised complaints in respect of helpline:

- Identify those who have particularised their complaint e.g. given a specific date
- Cross reference these calls against the call handler who would have taken the call
- Check these call handlers PDRs to see if they had had any complaints made against them, in respect of the advice they were providing.

Where we need your help, or rather your team of paralegal's, is for them to trawl through the 107 cases that make complaints in respect of the helpline (see column N of the attached spread sheet) and identify those which have actually made particularised complaints rather than just generic ones.

As this is for the Chairman, we would like this done ASAP. When do you think you would be able to provide this analysis by?

Mark

Mark Underwood
Complaint Review and Mediation Scheme

GRO

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