

Working Group for the Initial Complaint Review and Case Mediation Scheme

MINUTE

Teleconference details:

Dial: GRO

Participant's code: 8861240#

Attendees

Sir Anthony Hooper
Alan Bates (JFSA)
Kay Linnell (JFSA)
Ian Henderson (Second Sight)
Ron Warmington (Second Sight)
Chris Holyoak (Second Sight)
Chris Aujard (Post Office)
Angela Van Den Bogerd (Post Office)
David Oliver (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. M114 and M142
6. Any other queries raised by Applicants / Advisors
7. Issues with resourcing / timings
8. AOB

Thursday 27 March, 13:00 – 14:00

1. Status of current applications that have not yet been accepted

N/A

2. Status of accepted applications awaiting a Case Questionnaire Response

N/A

3. New Case Questionnaire Responses

Case No.	Status	Working Group decision/action(s)
M063		Supporting information referenced in the CQR is missing from the submission. AVDB to follow-up with RW to request this information from the applicant.
M115		Supporting information referenced in the CQR is missing from the submission. AVDB to follow-up with RW to request this information from the applicant.
M133		The case was accepted onto the next stage in the Scheme

4. Post Office / Second Sight investigation progress

Cases passed to Second Sight by Post Office

Case No.	Status	Working Group decision/action(s)
M030	To be uploaded to Huddle by COB 28/03	N/A
M052	To be uploaded to Huddle by COB 28/03	N/A
M057	To be uploaded to Huddle by COB 28/03	N/A
M062	Uploaded to Huddle 20/03	N/A
M076	To be uploaded to Huddle by COB 28/03	N/A
M079	To be uploaded to Huddle by COB 28/03	N/A

- DO is drafting a paper on the timescales of all the cases currently under Post Office investigation for discussion on 01/04. AH requested that this and keeping applicants informed, is high on the agenda

Case No.	Status	Working Group decision/action(s)
M004	AVDB to provide update	AVDB to provide an update on 01/04
M005	Finalising report. Extension (not first) to 08/05 required	Extension granted to 08/05
M006	Finalising report. Extension (not first) to 24/04 required	Extension granted to 24/04
M013	Finalising report. Extension (not first) to 24/04 required	Extension granted to 24/04
M031	Finalising report. Extension (not first) to 17/04	Extension granted to 17/04

	required	
M042	Finalising report. Extension (not first) to 24/04 required	Extension granted to 24/04
M045	Finalising report. Extension (not first) to 24/04 required	Extension granted to 24/04
M053	Finalising report. Extension (not first) to 17/04 required	Extension granted to 17/04
M066	Finalising report. Extension (not first) to 10/04 required	Extension granted to 10/04
M067	Finalising report. Extension (first) to 08/05 required	Extension granted to 08/05
M072	Finalising report. Extension (not first) to 17/04 required	Extension granted to 17/04
M094	Visit arranged to update SPMR on findings since further queries raised and support in branch given – 26/03	N/A
M112	SL03 letter issued 22/01. Visit completed 13/03. Case handler reviewing another issue and has requested data from Fujitsu - data being examined before 2nd visit.	N/A
M127	Finalising report. Extension (not first) to 10/04 required	Extension granted to 10/04
M143	AVDB to provide update	AVDB to provide an update on 01/04

5. M114 and M142

Case No.	Status	Working Group decision/action(s)
M114	Post Office internal investigation complete. Findings to be discussed with SPMR	Post Office to provide an update 01/04
M142	Visit SPMR 30/01. Received additional details from SPMR & awaiting Post Office data to review. Return visit to be completed on 04/04 to discuss findings.	N/A

6. Any other queries raised by Applicants / Advisors

Case No.	Query	Working Group decision/action(s)
M059 M064 M074 M128	Professional Advisor from BTG Global Risk has requested extensions for the following cases to 02/05	Extension granted to 02/05 CC to notify the PA of the extension

7. Issues with resourcing / timings

- A meeting with Aver was conducted to review their cases and agree new CQR submission dates. A similar meeting with Howe & Co is scheduled for tomorrow. Post Office to provide an update on any new timescales to the Working Group on 01/04

8. AOB

- M146 (Scottish case) Post Office are in discussion with the Procurator Fiscal. CA to press the lawyers for an update
- Second Sight was unable to submit their thematic report on 26/03 and it will not be available for discussion on 01/04. Furthermore no case reports will be completed for review on 01/04 either
- KL highlighted that she had still not seen an overview of the mediators' brief. AVDB sent a draft of the Factfile to Second Sight on 13/03. Second Sight feels this document is not sufficient to draft Part 1 and have provided comments back to ADVB. AVDB to take into account Second Sight's comments and upload a revised version of the Factfile by 12 noon on 31/01 for discussion on 01/04
- In order to agree how Part 2 will be compiled, Second Sight are to select 2 cases that highlight the difficulties they raise and let AVDB know which 2 by COB today. Second Sight is also to provide a commentary on their concerns and upload them to Huddle by 12 noon 31/03.