

Actions and Decisions from the Project Sparrow Steering Group meeting 12 November 2013

Present:

Paula Vennells **PV** (Chair)

Chris Aujard **CA**

Mark Davies **MD**

Martin Edwards **ME**

Angela Van Den Bogerd **AVDB**

Andy Holt **AH**

Belinda Crowe **BC**

1. **Prosecutions policy:** Paper discussed at ExCo this am.

Actions:

(i) **CA** to update paper to reflect ExCo decision that ARC is asked to approve reduction in prosecutions as a direction of travel

(ii) **CA** and **AVDB** to agree how to incorporate development of a control framework into the Business Improvements Programme.

2. **Caseload and resources:** 93 applications already received, with over a week before scheme closes. There is an urgent need to identify and recruit more investigators and mediators to ensure the cases more through the scheme in line with expectations.

Actions:

AH to update the caseload model to reflect 2 weeks downtime over Christmas/New Year

AVDB to report back to next week's meeting with:

- (i) Numbers, potential names and job spec to increase the for investigation team and how to
- (ii) Numbers, potential names and job spec for Post Office reps at mediation

3. **Comms:** Good communications at every stage in the process will be important to keep control of the story.

Action: **MD** to present comms strategy for next meeting

4. **Roles and responsibilities:** Project Sparrow should be split to separate the Mediation Scheme from Business Improvements. **AVDB** to be Programme Director for the Business Improvements Programme, **BC** to be Programme Director for Sparrow.

Action: **AVDB** and **BC** to agree how the split will work with **CA**.

5. Managing expectations: Now incorporated into a paper for ExCo to approve the Settlement Policy. Support from Working Group Chair is key.

Action: **CA** to discuss handling with the Chair and report back to next meeting.