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Sparrow

Weekly Steering Group

23rd September 2013

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Agenda

- 1. Specific agenda items
 - 1. Discussion on Culture change
- 2. Programme update:
 - 1. Work streams highlights
 - 2. High level plans
 - 3. Budget (no updates since last meeting)
 - 4. Risks (no updates since last meeting)
- 3. Next Meeting 3rd October 11.30 am.

Decisions for this meeting

Work stream	Update	Status
Initial Complaint Review and Mediation Scheme (Complete Cases)	 Common agreement reached on majority of Working Party TOR, the voting right issue will be resolved after the appointment of the independent chair. New team in place, ways of working starting to form. Panel Advisors: Signed agreements received from 13 of 22. Andy H chasing. Mediation Pack Funding agreements delayed to include Panel Advisor ist, letters will be sent w/c 23rd Sept. See slide 6 for update/information on Case Submissions 	
Adjudication of future cases	 Sir Antony Hooper meeting Paula Vennells and Alasdair Marnoch on September 24^h. After this meeting we will try to get Sir Anthony Hooper to agree a fixed fee for the work to take us up until the end of March 2014. Once the Independent Chair is on board we will review the future process – this work stream will then be re-planned. 	Amber
Branch User forum	No updates but following the Steering board on 11 th September we will return to the original plen and hold the first forum in October.	

Work stream	Update	Status
Legal (criminal cases)	 Branch familiarisation session Brian Altman QC went well. Fujitsu meeting on 18th Sept was positive, further discussions required on expert witness role. Continued support for on going cases and broader team involvement in legal cases. Current plan will updating following QC steer. 	Green
Improvements & Culture change	 Defining the "As is" process work is on track to deliver by 30th Sept. Team review planned for 2rd/3rd Oct. Quick wins implementations progressing but 5th Oct milestone will need to be re-planned. Stakeholder input/engagement continues with the project on track to complete the recommended future state by 20th Oct. 	Green
Communications	 No updates since last week. 	Oreen
Technology	 Further analysis work underway to understand impact and get required clarifications on changes – these will then be scheduled. 	Amber

as at 14/8/2013	Initial Sifts	Fully Reviewed	Disclosure recommend ed	Discon tinued	Comments
To date	178	28	9	4	The cases of J Patel, Brown, Wylie an Knight have been terminated. Decided that Samra should not be terminated at this time.
Remaining	25 +	19			It is estimated that there are 25+ sift reviews left to carry out. It is understoo that there may be an unknown number of RMG files yet to come from Scotland and Northern Ireland.

20 Applications by	12 Sant		
 17 accepted into 			
	h Internal PO processes		
 1 requires additio 	nal information from the S	SPMR	
No criminal cases i	this group		
6 of the 20 were on	previous MP/JFSA lists		
	ween 12 Sept and 20 Se accepted into the scheme		
	chausted internal proces		
	al information from SPMF		
All 10 require check	s against legal case list &	existing SPMR lists.	
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Appendices

- High level milestones
 - Public commitments slide 8
 - Legal slide 9
 - Improvement slide 10
 - Communications slide 11
 - Technology slide 12
- Budget
 - Overview slide 13
 - Actual to August 2013 slide 14
 - Planned to Mar 2014 slide 15
- Risk
 - Risk map and descriptions slides 17 to 18

Work Stream				20	113					201	14		
	Jul	Aug	Sep		Oct	,	Nov	Dec	Jan	Feb	Mar	Apr	7
Aediation Scheme Collaboratively omplete cases)	∆22/0 ∆	25/07 First	Working	Part ng Pa	y Works rty sign	hop t off w		s of Working 1g, mediation	pack and co	nms			
ungela VDB nomination ID and Parategal Second Sight			22/08		iator(s)	ppo	or Monthly V 30/10 comp	forking Grou ete first case	p				
N	Ionthiy Workin	g Group Boa	rds 🛦		*		*	۸	*	*	*	*	
ases Argela VDB Susan Crichton			to	adju	dicate in	disp nder	uted cases i t review con /10 Indepen-	i the future mences lent review r	nine how an nakes recom ments recom		afely net mi	ght be introc	likced
Branch User Forum Ingela VDB esley Sewell			5/08 Star	t eng	agement	/10 (/10 20/	ssue final TC 10 First Brar	agement with R and send c		s, to first forun	1		~
Notes: Tasks added/amende	d since last v		I		1110013	egu	ai iy			l	rsion 007 2013	L	

				2013				20	14	
	Jul	Aug	Sec	2Qct	Nov	Dec	Jan	Feb	Mar	Apr
LegAl Susan Crichton Hugh Flemington Rodric Williams BD Support		26/07 Agree	Respon Ine route of cases \$0/08_C	ng implemented se to Criminal d s for prosecuted s conspleted an K initial review	cases review o d cases post d d disclosure p r of cases com	ommission Isclosure rovided to de plete	efence, up to	_	0 by CK (ci	#twrightking
		L 30/07 Appo given the fi 202/08 Init 2 09/08	int QC to ndings o tial findi Initial fi		per to ARC on strategy and Sight interim re hated with Pos C discussed w	process for port dated t Office th CK reed report comp	reviewing pa dete		riminal pros	ecutions

Work Stream			20	013				20	14	
	lut	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
λli Streams		∆ 06/08 Agr ∆08/08 A ∆ 08/06 A	ee approac gres Terms 8 Identify re 18 Identify p 30,08 Start 🛆 05/09	30/09 Com 30/09 Com & 05/10 All	as-is process with steerin, each area to pturing quick lok wins (fro quick wins s menting qui plete "as-is" plete "as-is" "Quick Wins 20/10 Compi 20/10 Compi 20/10 Compi 20/10 Compi	s, scope, and g group support the r wins n the mappid hould be imp	happing of the ng exercise) lemented will er journey/ex gue r journey ner r journey ed ubpostmaste Crown collea nuitiple partr ar proposal ice implemen mechanism	e "as-is" h Programm perience wit /experience v experience v r journey/exp gue r journey/ approved nation projec to ensure all	e Board n POL with POL vith POL erience with /experience txperience w ts	with POL ith POL e regularly
Culture Change	Note: I	uilding qu	restions	into revie	ws. Nex	steps w	ll follow i	n output	from revi	BW.
Notes: Tasks added since la	st version in	red.		<u></u>					Version 007-20	

Work Stream			20	013				20	14	
	Jul	Aug	Sep	Oct	Nev	Dec	Jan	Feb	Mar	Apr
Communications and IP engagement	<u>∆</u> 22/07 A	gree Approac A JA,		and SS to co	nmunicate pr	cess to MPs	and SPMRs			
Angsla VDB Mark Døvies Akten Lycms Second Sight	Reactive to	Media As	cases are n 01/09 Post	ediated pres Office start e Alice P and	process (pres and public a gagement wi JA meeting Wart taking MP	ffairs team to h MPs - indi	ridually expla	ining mediat		, ,
					31/10 Joint	MP update m	ecting (follow	on from JA	Dat Eng with Inve	ETBC & agement MPs for 25 istigation es complete

Work Stream				2013	1				:	2014	
l l l l l l l l l l l l l l l l l l l	Jul	Aug	Set	,	Oct	Nov	Dec	Jan	Feb	Mar	Apr
echnology											
Improved guidance	L	30/07 Draft ii A 15/08	Review	guidáno	e with NF			punication lin	e failure		
Release 10 improvements						tents for Hor ercials agree				<u>ي 15/03</u>	release 10 l
Reporting improvements			7 02/08		R with Fu 2/09 Agree	litsu commercial	erms with Fu	jitsu		≜ 15/03 avail	new reports
Improvements delivered through ref data	L	30/07 Define	change	9	s	1/10 Deliver (hanges (rele	ase 9 depend	ant)		

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 Mediation costs are sensitive Does not include the £310k VAT costs are at 20% All actuals include VAT 	nsation to the r spent fro	costs, wh number c om April 2	nich is a potential outcome of mediation of cases. Budgeting assumption is 75 cases.
Programme Forecast August	2013 -	March 2	2014
Item	£k	incl VAT	Comments
Complete Cases (using Mediation)	962	1154	Costs associated with completing the cases. Assumption = 75 cases
Legal and Governance	334	401	Legal costs not specific to mediation, & governance costs (eg working party)
Improvement project	42	50	Cost for quick wins and gap analysis
Technology	50	60	Funding anticipated beyond the £100k Fujitsu funded costs
Total	1388	1665	
Total Project costs April 2012 - M 2012/13 April-March Actual	arch 201		۲۲) 184
2013/14 April - July Actual	_		126
2013/14 Aug-March Forecast			665
Total	1	····· /	076

	13 Invoices re	eceived								
	2nd Sight			Millnet			Kay Linnel	I	Total	
Total		163.98	Total		14.00	Total		6	183.98	
Month	Invoice	amount	Month	Invoice	amount	Month	Invoice	amount		
July	65	12.00	Jan	12566/900772	3.7	Jan	811	2.4		
Aug	66	14.00	Nov	12141	7.2	April	842	2.4		
sep	67	11.00	July	13000/900772	3.1	July	874	1.2		
oct	69	6.00								
Vov	72	17.40								
Dec	73	25.00								
an	74									
eb	75									
mar	76	25.80								
2013/	14 Invoiced t 2nd Sight	o 1st Aug	ust 2013	Millnet			Kay Lir	mall	Total	
Fotal	2110 Signi	119.59	Total	wanter	3.10	Tota			·····	26.29
Month	Invoice	amount	Month	n Invoice	amount	Mon			_	
April	77	·	July	13000/9007		4 · · · · · · · · · · · · · · · · · · ·			2.4	
Vlaγ	78	26.35				July		874	1.2	
	80	24.97								
lune										

item	£k	Ek total net VAT		comment	Board Paper low	Board Paper hgh
Complete Cases (using Mediation)	1			Assumed number of cases: 7	5	
Second Sight	125			Second Sight at 25k per month (Aug-December)	100	150
Back fill for internal resources & external assistance	90			15k per month, 6 months		
Mediator(s)	225			Assumed 3k per case - will use a national company		
Mediator Expenses	50			travel, meeting rooms, training etc		
Legal support case preparation - BD	56			£750 per case assume all cases		
Legal support - case advice	28			£400 per case, assume all cases. £400 is their estimate for simple cases, but if we assume some will drop out this should average out.		
Legal support - mediation meeting	150			£2k per case - assume all cases - could recruit internal staff to reduce costs?		
Independent advisor for Subpostmasters	238			Per case: £1.5k case prep + £1k mediation meeting. Plus £50k contingency for more complex cases	350	550
Total: Complete Cases (using Mediation)		962	1154	i	450	inconcerned.
Legal and Governance						
General External Legal Advice - BD	120			Advice on: preparing and agreeing mediation process and packs of information for SPMRs. Engaging and briefing mediators, attending working group meetings (ie. advising on rejecting cases; revising mediation process). Advising on Fujitsu related matters. £15K per month		
Case Review - CK	175			Includes QC, Bond Dickinson and Cartwright King	100	300
Kay Linnell/ Alan Bates	14			£2k per month (up to)		
Independant Chair	25				C	10
Total Legal and Governance		334	40	L	100	310
Improvement project						
Back Fill for Gayle Peacock and Ann Allaker	42			Back fill for 5 people to conduct the gap analysis across the business groups	200	200
Contact Centre	0			assumed this can be done with current resources	40	40
FSC	0			assumed this can be done with current resources	100	100
Total: Improvement project		42	51	3	340	340
Technology					T	
Horizon improvements	50			Funding needed beyond the £100k Fujitsu funded costs	0	0
Total: Technology		50	61)	C	0
Tota		1388	166		890	1350



