

**Initial Complaints Review & Case Mediation Scheme Programme Board**

Date: Friday 6 February 2014  
Time: 15:00 – 17.00  
Place: Room 107, 148 Old street

**Attendees:**

<b>Name</b>	<b>Abbrev.</b>	<b>Job Title</b>
Chris Aujard	CA	General Counsel (Chair)
Fay Healey	FH	Programme Board Non-Executive
Belinda Crowe	BC	Initial Complaints Review & Case Mediation Scheme, Programme Director
Angela Van Den Bogerd	AVDB	Head of Partnerships
Andy Holt	AH	Business Improvement, Programme Manager
Sophie Bialaszewski	SB	Initial Complaints Review & Case Mediation Scheme, Communications
Mark Davies	MD	Communications
Layla Wildon	LW	Regulatory Risk Business Partner
Jess Barker	JB	Initial Complaints Review & Case Mediation Scheme, Mediation Lead
David Oliver	DO	Initial Complaints Review & Case Mediation Scheme, Programme Manager
Nicky Mal	NM	Initial Complaints Review & Case Mediation Scheme, PPM & Governance Lead
Ben Maddison	BM	Initial Complaints Review & Case Mediation Scheme, Independent Resolution of Future Cases Workstream Lead

**Apologies**

<b>Name</b>	<b>Abbrev.</b>	<b>Job Title</b>
Charles Colquhoun	CC	Finance
Rodric Williams	RW	Post Office, Legal
Andy Parsons	AP	Senior Associate, Bond Dickinson

**Meeting Agenda:**

1. Programme Director's Update
2. Communication Scenarios
3. Themes arising from CQRs
4. Programme Interdependencies
5. Development of the Future Complaints Resolution Model
6. Performance Dashboard
7. Key Risks & Issues
8. AOB

## Minutes and actions from 06/03/14 Programme Board

No	Minutes/Action	Completion Date	Status	Action Owner
1	BC updated the Board on the meeting between JA, PV and AP. The programme is working with JA's office to arrange a follow-up meeting with MPs in mid-March, chaired by JA. <b>Action - Ensure our concerns about Second Sight's role and the impact of this are recorded in the Programme RAID log</b>	03/03/14	Open	NM
	FH questioned what controls the programme has in place to manage stakeholder communications. <b>Action – create a planner including dates of the production of draft reports, dates on which applicants first receive any written reports etc.</b>	12/02/14	Open	SB
	FH asked whether the delays in Post Office's investigation of cases were still occurring. BC outlined the process by which this is being managed: Investigators in place, quality assurance mechanism in place and themes arising from CQRs being fed back to the Business Improvement programme. AVDB mentioned that getting data back from Fujitsu is still a problem but a project manager has been appointed so she expects this will get better.			
	FH questioned whether we were content with Fujitsu's commitment to providing data. AH confirmed he was happy although we should be mindful that the cost is currently being picked up by BaU; going forward the programme will be charged per ARQ. <b>Action – AH to check data retrieval costs with Fujitsu and report back to Programme Board. Action - AH to flag costings to CC and Sarah Hall.</b>	12/02/14	Open	AH
		12/02/14	Open	AH
	A workshop has been arranged next week to go through the internal mediation process with the programme team. JB asked where CA was with gaining approval for the proposed mediation representatives. <b>Action - CA to follow-up with appropriate Directors to seek approval for their resources to take on the roles of mediation representatives.</b>	10/02/14	Open	CA
2	DO explained the themes have come from Bond Dickinson's analysis of the first 25 CQRs submitted. AVDB said these themes need to be verified to ensure they are not just statements. The programme also needs to link the programme activities already delivered, underway or planned to			

	<p>the Second Sight themes and track any further themes arising.</p> <p>We need to be able to demonstrate that we have addressed all of Second Sight's themes and capture the rationale for any changes we have made.</p> <p><b>Action – AVDB to own on-going tracker of Second Sight themes and rationale for any changes under BIP made</b></p>	On-going	Open	AVDB
3	<p>The Board approved the Scheme to arrange a workshop to identify further dependencies between The Scheme, BIP and other relevant programmes. It was agreed this workshop should also map the Second Sight themes to BIP activities as both require input from the same programme team members. <b>Action – BM to arrange and plan dependency workshop and to facilitate a first-cut of the Second Sight themes as per 2. above.</b></p>	14/02/14	Open	BM
	<p>FH suggested that these should also be mapped to the programme's success criteria. AH also mentioned the dependency with the Independent Expert Witness work on Horizon. We discussed the timing of this work and the need to think through how a report would be used before it is commissioned. <b>Action - Include this in the dependency mapping exercise taking into account sequencing and priorities of communications</b></p>	14/02/14	Open	BM
4	<p>Communications are confident they can manage the media scenarios identified. In addition to those, the procurement of a new system (to replace Horizon) should also be considered.</p>			
	<p><b>Action - Programme team to review how risks are recorded in the risk register</b></p>	03/03/14	Open	NM
	<p><b>Action - Create reactive lines that are aligned to the Second Sight themes and Second's Sight generic report.</b></p>	14/02/14	Open	SB
	<p><b>Action - Draft paper on media risk for ExCo</b></p>	13/02/14	Open	SB
5	<p>BM presented initial thoughts on where the future complaints model would sit. <b>Action - Tighten up the focus of the future complaints model update, for the next Programme Board</b></p>	10/02/14	Open	BM
6	<p>The Performance Dashboard will be used to understand the pipeline of cases in the Scheme and to report to ExCo. <b>Action - ALL to review the Performance Dashboard and provide appropriate feedback to BC</b></p>	14/02/14	Open	ALL
7	<p>It was agreed the expectation gap needed to be revisited. <b>Action – DO to write a paper on how to manage the expectation gap for ExCo</b></p>	14/02/14	Open	DO

**Summary of actions**

<b>No</b>	<b>Action</b>	<b>Owner</b>	<b>Due Date</b>
1	Ensure our concerns of Second Sight's role and the impact of this are recorded in the Programme RAID log	NM	03/03/14
2	Create a planner including dates of the production of draft reports, dates on which applicants first receive any written reports etc.	SB	12/02/14
3	AH to check data retrieval costs with Fujitsu and report back to Programme Board.	AH	12/02/14
4	AH to flag costings to CC and Sarah Hall.	AH	12/02/14
5	CA to follow-up with appropriate Directors to seek approval for their resources to take on the roles of mediation representatives	CA	10/02/14
6	AVDB to own on-going tracker of Second Sight themes and rationale for any changes under BIP made	AVDB	On-going
7	BM to arrange and plan dependency workshop and to facilitate a first-cut of the Second Sight themes mapping	BM	14/02/14
8	Include Independent Expert Witness work in the dependency mapping exercise and take into account sequencing and priorities of communications	BM	14/02/14
9	Programme team to review how risks are recorded in the risk register	NM	03/03/14
10	Create reactive lines that are aligned to the Second Sight themes and Second's Sight generic report	SB	14/02/14
11	Draft paper on media risk for ExCo	SB	13/02/14
12	Tighten up the focus of the future complaints model update, for the next Programme Board	BM	10/02/14
13	ALL to review the Performance Dashboard and provide appropriate feedback to BC	ALL	14/02/14
14	DO to write a paper on how to manage the expectation gap for ExCo	DO	14/02/14