

From: Mark Underwood GRO
To: "Parsons, Andrew" GRO
Subject: RE: Investigations undertaken as part of the Sheme - A typical process
Date: Mon, 12 Oct 2015 10:31:11 +0000
Importance: Normal
Inline-Images: image001.jpg; image002.jpg; image003.jpg

Steve has it – I will forward to him

Thanks Andy

mark

Mark Underwood

Complaint Review and Mediation Scheme

GRO

From: Parsons, Andrew [mailto:GRO]
Sent: 12 October 2015 11:29
To: Mark Underwood
Subject: RE: Investigations undertaken as part of the Sheme - A typical process

Yeah – I think so.

Andrew Parsons

Managing Associate

Bond Dickinson

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From: Mark Underwood [mailto:] GRO
Sent: 12 October 2015 11:27
To: Parsons, Andrew
Subject: RE: Investigations undertaken as part of the Scheme - A typical process [BD-4A.FID20472253]

No – I think it is because I have zero software on my PO laptop - is it a visio file?

Mark Underwood

Complaint Review and Mediation Scheme

GRO

From: Parsons, Andrew [mailto:] GRO
Sent: 12 October 2015 11:25
To: Mark Underwood []
Subject: RE: Investigations undertaken as part of the Scheme - A typical process [BD-4A.FID20472253]

Is the attached any better?

A

Andrew Parsons

Managing Associate

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From: Mark Underwood [mailto:] **GRO**
Sent: 12 October 2015 11:21
To: Parsons, Andrew
Subject: RE: Investigations undertaken as part of the Sheme - A typical process [BD-4A.FID20472253]

Hi Andy, could you re-send the first attachment – came through in a funny format that I was unable to open

Thanks

Mark

Mark Underwood

Complaint Review and Mediation Scheme

 **GRO**

From: Parsons, Andrew [mailto:] **GRO**
Sent: 12 October 2015 10:59
To: Patrick Bourke
Cc: Mark Underwood1
Subject: RE: Investigations undertaken as part of the Sheme - A typical process [BD-4A.FID20472253]

Patrick,

As discussed, the BAU investigation process is very complicated.

There are several different types of investigation that POL could carry out: security / criminal, contract management, FSC for financial losses, NBSC call, field support / training, etc.). We tried once to draw up a process map for this – see attached (though I can't recall that this ever got verified as accurate). In my experience, I'm not convinced that this process is followed in practice and I suspect that investigations are a bit more ad hoc.

In short, there isn't something that looks like a typical BAU investigation. To my mind, there are probably three key investigation areas that can run in parallel or overlap:

FSC investigations into financial discrepancies – this is quite a wide umbrella that catches lots of different issues.

WBD_000818.000003

Security investigations into criminal activity.

Contract management investigations that proceed suspension / termination.

In relation to Scheme investigations, these were conducted by Angela's team. We had a training day for the investigators and I think that Angela may have done a presentation on how to investigate cases. I did a slot on report writing (presentation attached). I'm not aware of the details of how Angela's team did their investigations.

After Angela's team did the initial investigation, BD then became involved in tightening up the reports and asking sensible questions to make the reports accurate. The reports then went through a long sign off process:

- Report drafted by investigator > BD lawyer > me > Angela > CK > POL legal (mainly Jonny Gribben) > Angela > report released to SS

For the first few reports, BD also did an "issues analysis" where we reviewed the CQR and drew up a list of key issues and questions. This then acted as a guide for POL's investigators. After a while, the investigators got better at doing this themselves so BD stopped doing this analysis.

Sorry that I'm not much help. If I can help with anything, please let me know.

A

Andrew Parsons

Managing Associate

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From: Patrick Bourke [mailto:[GRO](#)]
Sent: 12 October 2015 09:43
To: Mark Underwood1; Parsons, Andrew
Subject: RE: Investigations undertaken as part of the Scheme - A typical process

Hi Both

Just an element of precision: we need two things:

Anatomy of a BAU investigation

Anatomy of investigation under the Scheme

Obviously, when cases came into the Scheme, they will have had the first of these and then a Scheme investigation was undertaken but those investigations were distinct exercises, and we need details of both.

P

From: Mark Underwood[]
Sent: 12 October 2015 09:40
To: Parsons, Andrew
Cc: Patrick Bourke
Subject: Investigations undertaken as part of the Scheme - A typical process
Importance: High

Hi Andy,

Hope you had a nice weekend. As part of the TP Review we need to be able to provide ASAP to the QC (Jonathan Swift):

An anatomy of a 'typical BAU investigation' undertaken as part of the Scheme (and subsequent to any original investigation that may have taken place at the time of, for example, a contract termination). I realise no two cases are the same, but looking at the POIRs I see there is a checklist of documents that each investigation would look at. So my questions are:

- Can you remember if any words were ever written at the Scheme's birth, detailing the 'what, how, where & why' to each investigation? And if any associated process map exists? If so can you please forward on. If not:

- Who do you think would be best placed to write them (Shirley? Jonny Gribben?)

Happy to talk through if it helps?

Mark Underwood

Complaint Review and Mediation Scheme

GRO

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