



December Public Board Minutes

**MEDCO BOARD MEETING
TIME:**

**TUESDAY 9 DECEMBER 2025
10:00 – 11:30**

MEETING PLACE:

Teams Meeting

DIRECTORS:

Martin Heskins (MH)	Executive Chair
David Bott (DB)	Non-Executive Director
Susan Brown (SB)	Motor Accident Solicitors Society
John Howells (JH)	Non-Executive Director
Toks Aluko (TA)	Chartered Society of Physiotherapist
Surendra Kumar (SK)	British Medical Association
Simon Margolis (SM)	Association of Medical Reporting Organisation
Joanne May (JM)	Gibraltar Insurance Association
Jackie Proctor (JP)	Association of British Insurers

OBSERVERS ATTENDING THE BOARD:

Leigh Evans (LE)	Head of Operations MedCo
Nadine Silverton (NS)	MedCo
Jean Abbit (JA)	MedCo
Scott Tubbritt (ST)	Ministry of Justice Via Teams
Jo Folan	DAC Beachcroft

APOLOGIES:

John McQuater (JMQ)	Association of Personal Injury Lawyers
Mark Waughman (MW)	MedCo
Nigel Teasdale (NT)	Forum of Insurance Lawyers

1. WELCOME

1.2 MedCo Board Minutes November 2025

Approval of the November minutes has been deferred to the January meeting.

1.3 MedCo Public Board Minutes November 2025

Approval of the November Public Board Minutes has been deferred to the January meeting.

1.4 Actions and Queries from Septembers Board Papers

Action list updated

2. UPDATES

2.1 MOJ Update

The Board was informed that the Post-Implementation Review (PIR) remains underway, with the corporate IT portal open for responses until the 22nd. Submissions continue to be received. Work is ongoing to analyse previously gathered data and ensure all new material is logged appropriately to support efficient analysis once the submission window closes.

2.2 Head of Operations & Chairs Update.

Leeds Combined Court Case

MedCo continues to respond to Court Orders in relation to ongoing litigation.

3. Management Accounts

The Management Accounts Report was noted as read.

4. New User Agreements

The Board reviewed proposed changes to the User Agreements, focusing on data transfers outside the UK/EEA. It was noted that a blanket ban could be overly restrictive and impact compliant service providers using secure overseas arrangements common across the industry. The Board agreed that transfers should be permitted where appropriate GDPR and DPA safeguards are in place. The wording will be refined accordingly, with all other aspects of the User Agreements agreed in principle.

5. Whiplash Reform

MedCo is gathering feedback to prepare a MedCo-focused submission. Board members were asked to provide any comments

6. Committee Updates

6.1 Audit Committee

The 2026 audit plan is being finalised

Overall, committee activity continues as usual, audits are being managed effectively, and all work remains well within budget.

6.2 Operations

The Ops Committee continues to address issues with poor-quality expert reports, including improbable injuries, misclassified claimants such as children recorded as adults, and implausible accident scenarios.

Previous issues with delayed or non-payment from compensators appear to have improved following engagement with the ABI and communications. OPS will continue to monitor reported payment issues to ensure understanding of the rules.

The Committee has emphasized to experts that poor-quality reports are unacceptable, highlighting both their duty to the court and the reputational impact on MedCo. This message has been communicated publicly via the website and to Experts via eshot notices.

6.3 EAPR

The programme of Expert Quality Assessments remains active, with multiple reviews underway. Follow-up assessments of previously flagged Experts indicate overall improvements in report quality.

Monitoring continues around case data uploads, same-day report completions, and practising address records.

6.4 ETC

ETC has developed two new modules, which are scheduled for launch in January. The mandatory module focuses on quality assurance, while the second provides general best practice guidance for all users.

The CPD survey will also be issued in January to gather feedback for future planning, with the timing designed to maximise responses.

6.5 IT

The Board were informed that the Medco application has maintained full availability, as expected.

6.6 Risk

The Risk Committee confirmed that all risks are being effectively managed.

6.7 Statistics

The Report was noted as read.