



[Redacted]

Date  
29 August 2024

[Redacted]  
[Redacted]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [Redacted],

## Freedom of Information Request – FOI2024/01110

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 8 August, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email you have requested the information shown verbatim in bold below:

**“From 5th August the team formerly known as Post Office Security was renamed to Network Crime & Risk Support Team.**

**The names change will reflect more accurately what the team does. Will this team employ any auditors or investigators?**

**If yes what are the job descriptions but if no what types of work will be undertaken and how is it so described?”**

We can confirm that Post Office does hold the information you have requested.

The Network Crime & Risk Support Team (“**NC&RS**”) do not employ any auditors or investigators and is not involved with any investigations or audits of branches.

The NC&RS focus is on helping and supporting postmasters, branches and its Strategic Partners understand the external crime risks that are prevalent, and by helping postmasters mitigate and avoid any potential crime. NC&RS ensure we have the right crime reduction mitigations in place to reduce any inherent risks to our

network. Additionally, the NC&RS team help to educate Post Office branches on how to avoid potential risks from external criminal activity.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing [information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk).

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113  
[www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team  
[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)  
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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