



Date  
20 May 2025

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED]

## Freedom of Information Request – FOI2025/00324

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 8 May, 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:

**Can you please say when this project was cancelled or if it is still ongoing, perhaps with a different name or budget?"**

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

The New Branch IT ("**NBIT**") project has been replaced by the strategic initiative Future Technology Portfolio ("**FTP**").

The Post Office has embarked on a 5-year plan to deliver a 'New Deal for Postmasters' and to place the organisation on a solid footing for long-term success. A key part of this transformation involves taking a strategic approach to our technology and data – aimed at reducing central costs while equipping postmasters with the tools they need to serve customers effectively and run profitable businesses.

While the original plan to replace Horizon with the NBIT solution will not proceed as initially envisioned, it is important to recognise that significant components developed under NBIT have already been, or will be, repurposed to enhance the

technology used in our branches. These improvements will continue to support our commitment to deliver better outcomes for postmasters and customers alike.

You can find out more information on the Post Office corporate website at the following link:

<https://corporate.postoffice.co.uk/en/purpose-strategy/post-office-transformation/strategic-review-2024/>

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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