



[Redacted]

Date  
11 June 2024

[Redacted]  
[Redacted]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [Redacted],

## Freedom of Information Request – FOI2024/00487

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 25 March, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We apologise for the delay in responding.

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

- “1) What is the minimum hours a branch must be open to count as a Branch?**
- 2) What is the minimum sum of Compensation that can be offered to count as "an offer?"**

You later clarified part 2):

**“Thank you for seeking clarification.Does the offer of nil pounds count as an offer?I dont see that this needs an restart on the time allowed unless you are ashamed to admit you consider offering a Horizon victim nothing as" an offer?"I notice you dont ask if I mean 60 minitues counts as an hour or 240 minutes is 4 hours.Why are you playing these games?”**

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

Regarding part 1of your request, there are no minimum hours that a Post Office branch must be open for it to count as a “branch”. However, there may be certain products offered in a branch that can determine certain hours being needed, for

example, the provision of DVLA services and in general we have a large network with branch opening hours designed to meet the needs of the communities they serve.

Following your clarification, we have interpreted part 2 of your request as asking us to state the minimum amount that Post Office can offer in compensation to a victim of the Horizon IT scandal, and you specifically ask whether a zero amount could constitute such an offer. We are responding to this question according to the two Post Office compensation schemes that are relevant to it, namely: the Horizon Shortfall Scheme (“HSS”) and Overturned Convictions (“OC”).

Firstly, we confirm that a zero amount could constitute an offer under the HSS. Please note that claims are assessed by an independent advisory panel of experts. Offers made through the HSS can be disputed and when offers are provided, applicants may take their own independent legal advice if they wish, for which reasonable fees are paid by Post Office. There are more details of the Scheme on the HSS website here: <https://www.onepostoffice.co.uk/scheme>.

You can also find more details about the progress of the HSS on our corporate website here: <https://corporate.postoffice.co.uk/en/horizon-scandal-pages/latest-data-on-compensation-progress-and-redress/>.

The OC aims to redress the harm suffered by claimants who had been wrongly convicted based on Horizon evidence. There can be no zero-amount offer under this scheme because the government policy is that once a claimant is confirmed as eligible, they are entitled to request either (a) a £600,000 upfront offer, or (b) an assessment and subsequent offer, if their claim is higher than £600,000.

You can find more details about redress for people whose convictions have been overturned on our corporate website here:

<https://corporate.postoffice.co.uk/en/horizon-scandal-pages/overturned-convictions-and-compensation-information-on-progress/>.

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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