



Date
07 November 2024

Post Office
100 Wood Street,
London, EC2V 7ER

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01365

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 10 October 2024, 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:

Request for a list of all offices where the EccoPlus system was installed prior to Horizon across the United Kingdom, I require this for legal purposes.

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

The information that you have requested is available from The Post Office Museum which holds details of the Directly Managed Branches (“**DMB**”) previously known as Crown Branches, which mainly had the Ecco+ system installed.

The information you seek (which may not be the full list) is available from The Post Office Museum. The Royal Mail Archive cares for the archive of Royal Mail Group plc, and Post Office Limited. It is one of the oldest business archives in the world and continues to collect and care for the records of the two businesses to this day.



The list of Crown branches that had Ecco+ installed can be found in copies of 'Counter News' a weekly Postmaster update and the 'Counter Courier' a monthly newspaper for Postmasters from 1992 to 1999. We have provided the List of 182 branches we have so far located out of 650 Crown Branches where Ecco+ was installed. The branches in red on the list, were on the edges of a page, so best endeavours were used to note the branch name.

As the remainder of the information, if held, is reasonably accessible to you by other means, under section 21 of the FOIA, Post Office are not required to provide a copy of the information with this response.

The Archive is open Wednesday to Friday and the 2nd Saturday of each month 10:00 – 16:30.

For more information and to book an appointment, please visit The Archive page: https://www.postalmuseum.org/collections/the-archive/?_gl=1*1qjw9r3*_up*MQ..*_ga*OTc2Mjc1ODc2LjE3MzA0NzM0MjE.*_ga_FVHFC2XYM3*MTczMDQ3MzQyMC4xLjAuMTczMDQ3MzQyMC4wLjAuMA

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.

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
<https://ico.org.uk>



Yours sincerely,

Information Rights Team

information.rights@postoffice.co.uk

<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy