



[Redacted]  
[Redacted]  
[Redacted]

Date  
9 August 2024

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [Redacted],

## Freedom of Information Request – FOI2024/00061

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 10 January, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We sincerely apologise for the delay in our response.

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

**“Under the Freedom of Information Act 2000, I am writing to request information regarding the training courses provided for the Horizon system pilot scheme. My interest particularly lies in understanding the specifics of these training sessions, which were a crucial part of the implementation of the Horizon system.**

**The information I am seeking includes:**

**Locations of the Training Courses:** Detailed information on where the training courses for the Horizon system pilot scheme were conducted. This includes the geographical locations and the specific venues, such as names and addresses of the hotels or facilities used.

**Dates of the Training Courses:** Precise dates or date ranges when these training sessions took place. If possible, please provide a timeline or schedule of these courses.

**Course Content and Structure:** Any available details about the content of

**the training courses.**

**List of Participants: If permissible, a list of the post offices or individuals who participated in these training sessions.**

**Purpose and Objectives of the Training: Information on the intended outcomes and objectives of these training sessions within the context of the Horizon system pilot scheme.**

**Instructors and Organizers: Details about the instructors, organizers, or entities responsible for conducting these training sessions.**

**The provision of this information is important for gaining a comprehensive understanding of the Horizon system pilot scheme and its implementation across various locations. I believe this request is in the public interest, particularly considering the wide-reaching implications of the Horizon system on the postmaster community.**

**If my request is too broad or unclear, I would be grateful if you could contact me to provide assistance in refining my request. I understand that under the Act, you are required to respond within 20 working days. I look forward to your prompt response.”**

We can confirm that after a search of our records, Post Office does not hold the information you have requested.

We carried out an electronic search of our records for the terms “Horizon Pilot” or “Pilot”, alongside the term “train\*” (the asterisk allows for any word that starts with “train” to be located), for the period of 1 January 1997 to 31 December 2005, which resulted in 262 hits. After a manual review of these hits, we can confirm that no information within scope of your request was located.

Please note, between October-December 2022, phase 2 of the Post Office Horizon IT (“**POHIT**”) Inquiry gathered evidence relating to the procurement, design, pilot, roll-out and modifications of the Horizon IT system. Between January-May 2023, phase 3 of the POHIT Inquiry gathered evidence into matters including training. You may wish to look at the evidence provided during these phases, which can be found on the POHIT Inquiry website at the following link:

<https://www.postofficehorizoninquiry.org.uk/hearings>

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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