



[Redacted]

Date
05 December 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref: FOI2024/01408

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2024/01469

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 6 November, 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:

“Please could you provide the budget, spend to date and timeframe (start date and expected end date) for the Past Roles project?”

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

Work commenced on ‘Past Roles’ following evidence provided to the Post Office Horizon IT Inquiry on 02 March 2023. Dedicated resource was allocated to the activity from 27 May 2024 until 22 November 2024 to implement action plans, incurring spend of approximately £204,000.

There is no end date to the work as such, and Post Office will continue to keep the situation of past roles under review as part of business-as-usual activity. This will ensure the right people are working in the right roles and budget / resource will be assigned where necessary.

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
www.ico.org.uk/foicomplaints

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