



[REDACTED]

Date  
30 July 2024

[REDACTED]  
[REDACTED]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/00784

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 14 May, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We sincerely apologise for the delay in responding to you.

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

**“I request information in whatever form setting out what were the Post Office Limited's public relations "narrative boxes/rocks" in place in June and July 2013 in relation to the Horizon System, the Second Sight Review and the communications with James Arbuthnot MP and Justice for Sub-Postmasters.”**

We can confirm that Post Office does not hold the information you have requested.

We carried out an initial electronic search for the terms “narrative boxes” or “narrative rocks” or “rocks” for the period 1 June 2013 to 31 July 2013, which returned over 3,100 hits. We carried out further searches for public relations material within the same time frame but these did not return any documents responsive to your request.

Under our section 16 FOIA duty to provide advice and assistance, it is firstly worth reiterating the point made in our previous FOIA request, reference FOI2024/00167. The concept of “narrative boxes” or “rocks” may have been implemented by the then Chief Executive Officer, Paula Vennells, rather than by Post Office. It is unlikely that

this concept was used throughout Post Office, and we can confirm it is no longer in use in Post Office now.

We believe that the terms describe a general format for some briefings, the actual content of which may vary and therefore should you wish to submit a new information request, you may wish to consider the above point and narrow your request to, for example, briefings for more specific events.

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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