

Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2023/00534	FOI - Current initiative to replace Fujitsu/Horizon System (2020 onwards)	<p>As a result of your response to my request FOI2023/00329, as advised I am submitting a new request to seek information on the *current* initiative to replace the Horizon system.</p> <p>For the avoidance of doubt, I am seeking information on the current initiative as of 2023, rather than the previous failed initiatives, and so the search can be restricted to 2020 onwards.</p> <p>Please could you provide whatever papers or presentations exist which were presented to or agreed by the Exec or Board, which describe the current strategy being used for the procurement of the Horizon, including information on the planned timetable, proposed high level architecture/technical shape, and the companies being used.</p>	26/07/2024	Refused in full - S. 31, S. 40, S. 43
FOI2024/00047	FOI - All Legal Services Costs to Year End 2023	<p>To the end of 2023, the full amount spent by Post Office Limited or its subsidiaries on legal services in relation to the faulty Horizon IT computer system, including but not limited to, the sub-postmasters' Group Litigation, the three compensation schemes, and the Horizon IT Public Inquiry, but excluding any prosecutions brought by Post Office Limited.</p> <p>The law firms and barristers the Post Office Limited or its subsidiaries have instructed in relation to the legal services provided at 1, and what each firm or barrister was paid. I sincerely hope that you will be able to provide the information requested according to Post Office Limited's obligations under the Freedom of Information Act 2000, and hope for a prompt response.</p>	20/08/2024	Granted in full
FOI2024/00126	FOI - ██████████ PO Issues with Horizon	<p>Is it possible, through the Freedom of Information Act, for the Post Office able to confirm if it was as a result of financial irregularities, a deficit in relation to the Horizon system, that ██████████ gave up their post-office Branch at ██████████, in ██████████?</p> <p>Did they some time prior to this repay a significant financial sum to the Post Office to cover a deficit according to the Horizon system?</p>	02/07/2024	Refused in full - S. 40
FOI2024/00148	FOI - Payments to Fujitsu	<p>Please let me have the following information-</p> <ul style="list-style-type: none"> <li>* the value of payments made by Post Office Ltd, or any related entity, to Fujitsu Services Ltd or any entity related to it in each of the last six financial years including 2023/23 to date</li> <li>* the value of any penalties or rebates received or deducted from the above payments in those years</li> </ul>	23/07/2024	Granted in full

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FOI2024/00243	FOI - Horizon Issues in ██████████ Suspension	<p>██████████</p> <p>It was reported in ██████████ in two local newspapers, the ██████████ ██████████, that the above Post Office was closed suddenly in ██████████ following a routine audit. The Post Office made a 'precautionary suspension' of the postmaster ██████████ ██████████, refusing to reveal why it had closed and was 'currently investigating' the matter.</p> <p>Given the recent revelations about the flawed Horizon accounting system and the questionable investigations by the Post Office into postmasters' actions, could you please state whether or not information from the flawed Horizon system played a part in ██████████ ██████████. Could you also please provide a copy of the Post Office's investigation which would have been carried out in 2009, if necessary under the Freedom of Information Act.</p>	18/07/2024	Refused in full - NCND
FOI2024/00264	FOI - Post Office Network Reinvention Scheme Compensation	<p>I write regarding the Post Office Network Reinvention Scheme which took place between November 2002 and March 2005.</p> <p>I would be grateful if you could share the guidelines which were used to decide a compensation offer for those sub-postmasters and postmistresses who had their offices closed, including the guidelines for those who had been running their offices for a short period of time.</p>	10/07/2024	Information not held
FOI2024/00274	FOI - False Accounting Investigations in Scotland 2000-2015	<p>I would like to request the following under FOI:</p> <p>How many investigations into theft or false accounting did the post office conduct in Scotland between 2000 and 2015.</p> <p>How many of these cases were referred to the procurator fiscal?</p> <p>How many of these cases resulted in a prosecution?</p> <p>How many did not result in prosecution but the branch/shop was closed down?</p> <p>In how many cases did the post office investigators use the proceeds of crime act to recover any or all of the value of the amount they believed was missing?</p> <p>In the cases where POCA was used, please detail what items were taken and in relation to which cases.</p> <p>In any cases where the proceeds of crime act (POCA) was used by the post office investigators, what did the post office do with these items? I.e.sell them, return them, store them etc.</p>	30/07/2024	Granted in full
FOI2024/00301	FOI - Covert Camera Use	<p>There was an investigation in 1997 into his ██████████ ██████████ post office in ██████████ where a covert camera was installed. This investigation was led by ██████████. ██████████ was aware of both the camera and the investigation.</p> <p>I would like to know who ██████████ was IE her role/title, whether the practise of "inviting sub post masters to a focus group" was usual practise, what legislation was used for the placement of the covert camera and what the outcome of the investigation was.</p>	10/07/2024	Information not held

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FOI2024/00302	FOI - Receipts and Payments Mismatch in Horizon	<p>I request information relating to the process followed when a receipts and payments mismatch occurred on the Horizon System during a balance and what branches would experience during this process and the impact the mismatch would have.</p> <p>Please note that when I refer to a receipt and payments mismatch, I am not just referring to the know bug called receipts and payments mismatch bug, I am requesting in relation to all receipts and payments mismatches regardless of the cause.</p> <p>The period I am request information for relates to all versions of Horizon covering the period the Inquiry is investigating from 1999 onwards.</p> <p>Particularly answer the following questions and provide the documentation to support the answer.</p> <ul style="list-style-type: none"> <li>- If the branch has a receipts and payments mismatch, does the Horizon System display a message to make the user aware of this receipts and payments mismatch when balancing?</li> <li>- What does this message say?</li> <li>- At what point during the balancing process does this message appear?</li> <li>- When this message appears on screen what actions (if any) does the branch have to undertake on the Horizon System?</li> <li>- When there is a receipts and payment mismatch is the branch able to produce a final balance report for the Stock Unit where the receipt and payment mismatch occurred.</li> <li>- When there is a receipts and payment mismatch is the branch able to roll the stock unit over into the next Cash Account period or Trading Period?</li> </ul>	11/07/2024	Granted in full
FOI2024/00323	FOI - Nick Read Correspondence with Alex Chalk December 2023 to January 2024	<p>On behalf of the ██████████, and in the public interest under the freedom of information act, please could you provide the following details via email:</p> <ul style="list-style-type: none"> <li>• All correspondence and minutes of meetings, documents of call notes between Post Office CEO, Nick Read, and the Justice Secretary, Alex Chalk in December 2023 and January 2024.</li> </ul>	12/07/2024	Refused in part - S. 21, S. 40
FOI2024/00395	FOI - Audit & Suspense Accounts	<p>Under the Freedom of Information Act; Please let me know whether the Post Office Audited Accounts and accompanying statements, contain or identify the annual sums derived from suspense account surpluses added to the income/profits.</p> <p>Under the Freedom of Information Act; Please provide me with the total unattributed sum transferred from suspense accounts to the Post Office income/profits, for the tax year to April 2013.</p> <p>I look forward to hearing from you in due course.</p>	29/07/2024	Granted in full

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FOI2024/00396	FOI - Unisys Involvement With Capture Software	I am requesting the following information under the Freedom of Information Act Whilst is now common knowledge that the post office actively encouraged postmasters to buy and use the post office's own accounting software called Capture from the 1990's I am requesting that you confirm or deny that the software company Unisys was the company that the post office employed to develop and distribute this software. If this is incorrect I request that the post office provide full details of who was responsible for this software, ie: the post office themselves or another vendor for it's testing and the subsequent signing off as fit for distribution. It is common knowledge that Capture II was distributed to branches from the 7th August 1995. Please provide detailed information on the differences between the original Capture and the above mentioned Capture II software along with details of testing procedures and how this software was signed off as fit for purpose and distribution	05/07/2024	Granted in full
FOI2024/00527	FOI - Annual Gross Salaries	Please provide under the FOI act a copy of the Post offices current payspine showing annual gross salaries.	05/07/2024	Refused in full - S. 43
FOI2024/00546	FOI - Temporary Postmastership	what I would like to know is, out of 2100 offices were given to temporary postmastership, how many registered postmasters used to fill this vacancy? According to my knowledge 80% of the offices were given to only 3 or 4 companies and their owner at one stage some of these companies were running 150+ offices. Can I get the breakdown for PO allocation and what was the criteria PO used to allocate temporary postmastership.	31/07/2024	Granted in full
FOI2024/00575	FOI - Updates on PM Financials	1) Please can you say what SPM income was as a percentage of POL revenue for financial years 2020-2021, 2021-2022, 2022-2023 & 2023-2024, please? Ref: FOI2021 00124  2) Please can you give a yearly amount of post office branch losses that have been written off for financial years 2022- 2023 & 2023-2024? Ref: FOI2022 00712  3) Please could you provide an update to IR2023 0005 for years 21/22, 22/23 & 23/24. Percentage of Revenue from branch* * This has been derived to provide an indicative view, using product sets which are largely sold in branches vs products largely sold through other platforms, rather than precise data as we do not hold the data in the format you have requested. Ref: FOI2022 00722	24/07/2024	Granted in full
FOI2024/00611	FOI - 2024 Postmaster Survey Answers	please, could you provide all the statistical & written answers to the 2024 Postmaster survey, please.	02/07/2024	Refused in part - S. 40

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FOI2024/00626	FOI - Ernst & Young Audits of Horizon 1999/2004/2005	It has been highlighted in the current Horizon IT Inquiry ( during the evidence session of ■■■■■ ), that you (POL) , had an external audit of the Horizon operating system and the reliability of it's cash account systems undertaken by Ernst & Young your chosen external third party. In 1999 around 320 branches were included from a population of around 12000 and in 2004 one branch was analysed as was the case in 2005. Please could you provide the terms of reference applied in each of the three examples as well as the total cost for Ernst & Young to carry out this work in each year. Please also provide the rationale for the choice of each of the branches selected in 2004 and 2005.	17/07/2024	Information not held
FOI2024/00743	FOI - ■■■■■ Recorded Delivery 1990	Under the Freedom of Information please could you send me the content of a recorded delivery letter addressed to ■■■■■ sent on 21 August 1990	02/07/2024	Information not held
FOI2024/00775	FOI - Qualification of Losses 1999-2006	When I worked as a P&TO in the 1970s, the protocol in place was that when balancing the end of week account for your individual stock, any shortfall of 50 pence or less was expected to be defrayed by you; anything more than that was recorded as a loss. As a follow-up FOI request, please advise what comparable protocol, if any, was in place between 1999 and 2006 in Post Office run branch offices to deal with any losses identified when using the Fujitsu Horizon system in those branch offices?	23/07/2024	Information not held
FOI2024/00784	FOI - Narrative Boxes/Rocks 2013	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.	30/07/2024	Information not held
FOI2024/00798	FOI - Fujitsu Expert Litigation Support	I want to request the following information: 1. From the years 1999 to 2015 how much money did Royal Mail Group/Post Office Limited pay Fujitsu for Expert Litigation Support*? 2. From the years 1999 to July 2013 how much money did Royal Mail Group/Post Office Limited pay for Expert Litigation Support specifically from ■■■■■ . Please provide a breakdown by year 3. From the years 1999 to July 2013 how many hours were Royal Mail Group/Post Office Limited billed for Expert Litigation Support, specifically from ■■■■■ . Please provide a breakdown by year 4. From the years 1999 to July 2013 how much money did Royal Mail Group/Post Office Limited pay for the expenses of ■■■■■ when ■■■■■ provided Expert Litigation Support. Please provide a breakdown by year  *This type of service was described by Fujitsu (in documents surfaced by the Post Office inquiry) as Expert Litigation Support but may have been described in different terms within the Royal Mail Group/Post Office Limited. The Fujitsu team who would have been liaising with the Post Office on this issue was the Fraud and Litigation Support Office.	18/07/2024	Information not held

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FOI2024/00881	FOI - [REDACTED] Post Office Complaints	<p>1. How many complaints you have received about this branch in the last 2 years from the date of this request. I know it is at least one as I have complained.</p> <p>2. If any security concerns have ever been raised about this branch in relation to the fact that the shop and post office area are connected with no intervening door.</p> <p>In relation to point 2 I request that your security section are informed. I will of course use this as proof that the Post Office knew if a security incident occurs in the future.</p>	23/07/2024	Granted in full
FOI2024/00944	FOI - International Post	<p>Please can I request the following information for the last 12 months.</p> <p>1. For each type of package, letter or parcel sent internationally to the UK / Great Britain - a brakedown for each month</p> <p>2. Showing the sending country against each type of item</p>	18/07/2024	Information not held
FOI2024/00952	FOI - Funds Credited to Post Office Suspense Accounts	<p>Please provide the total of funds credited to Post Office Ltd suspense accounts, which remained unresolved/unattributed, and subsequently added to Post Office Ltd profits in the POL Accounts for the tax year 2012/2013.</p> <p>If it is easier to isolate just those suspense funds which could have related to shortfalls in postmaster/subpostmaster balances, that will be fine.</p>	25/07/2024	Granted in full
FOI2024/01008	FOI - Missing Post	<p>I am emailing to request Freedom of Information.</p> <p>We are seeking to obtain statistics as to the amount of post that goes missing or does not arrive at its intended destination, within a year.</p>	24/07/2024	Information not held
FOI2024/01034	FOI - Closure date of Village Post Office	<p>This may seem a strange request, but I am trying to ascertain, on behalf of [REDACTED] Parish Council, when the Post Office in [REDACTED] closed. Its address was [REDACTED]</p> <p>The reason for the request is because the Parish Council would like to know when the right of way across the village green, which was held by the Post Office, ceased.</p> <p>I moved into the village in 1998 when the Post Office was open; I believe it closed and reopened, finally closing in around 2004. However, we need an exact date.</p> <p>Please let me know if you can help, or can you point me in the direction of someone who can?</p>	23/07/2024	Information not held