

Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2024/00061	FOI - Horizon Pilot Training Courses in England	<p>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.</p> <p>The information I am seeking includes:</p> <p>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.</p> <p>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.</p> <p>Course Content and Structure: Any available details about the content of the training courses.</p> <p>List of Participants: If permissible, a list of the post offices or individuals who participated in these training sessions.</p> <p>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.</p> <p>Instructors and Organizers: Details about the instructors, organizers, or entities responsible for conducting these training sessions.</p> <p>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.</p> <p>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</p>	09/08/2024	Information not held
FOI2024/00063	FOI - Fraud by Subpostmasters	How many actual cases of fraud committed by sub-postmasters occurred in each of the 5 years preceding the introduction of Horizon?	16/08/2024	Granted in full
FOI2024/00111	FOI - Meetings between Paula Vennells and Michael Keegan	<p>Using the Freedom of Information Act I would like to request the following:</p> <ul style="list-style-type: none"> <li>* Dates of all meetings between Paula Vennells during her time as CEO of the Post Office Limited and Michael Keegan of Fujitsu</li> <li>* Minutes of these meetings</li> </ul>	30/08/2024	Refused in part - S. 40
FOI2024/00165	FOI - POL Payments/Legal Fees to Non Employees	Please supply the names of any person not employed or contracted by PostOffice Ltd after 1 Jan 2020 to whom Post Office Ltd has contributed payments in respect of lawyer or legal fees relating to research, witness statements or evidence to the Post Office Horizon Inquiry.	16/08/2024	Refused in part - S. 40, S. 16

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FOI2024/00177	FOI - Branch & Cash Centre Loss/Surplus due to Horizon [REDACTED]	<p>There are allegations of “bugs” in the software, of which until after I left POL employment I was totally unaware. [REDACTED]</p> <p>Under FOI, are you able to advise me as to:</p> <p>How many Crown branches have experienced unexplained losses which have been attributed to bugs or unlawful Fujitsu access,</p> <p>How many branches operated by multiple partners, eg Co-op, have experienced unexplained losses which have been attributed to bugs or unlawful Fujitsu access,</p> <p>How many of the cash centres have experienced unexplained losses which have been attributed to bugs or unlawful Fujitsu access, and</p> <p>How many branches of any kind have reported unexplained surpluses which could be attributed to bugs or Fujitsu access.</p> <p>[CLARIFICATION]</p> <p>[REDACTED] between September 2002 and January 2011 so would appreciate information for that period. In the event that this request exceeds the financial cost limit, please would you limit the timeframe to include only branches affected by "Horizon" and not "Horizon on-line".</p>	13/08/2024	Information not held
FOI2024/00230	FOI - BTO Solicitors Fees	<p>I would like to know:</p> <p>How much the post office spent on the use of BTO solicitors in Scotland to assist your investigators involved in fraud/theft cases in Scotland?</p> <p>When BTO was instructed and how long they were instructed for?</p> <p>What assistance BTO provided to the Post Office.</p>	22/08/2024	Granted in full
FOI2024/00293	FOI - Legal Costs of Solicitors	<p>In a previous FOI response Ref [FOI2023/00558] you supplied detail on the amount of money paid to solicitors Womble Bond Dickinson (inc Bond Pearce and Bond Dickinson) for their work relating to the Group Litigation, remediation and the Horizon IT Public Inquiry from 2013-14 to 2022-23.</p> <p>Could you provide me with figures for the amount of money paid to the following firms of solicitors for the same category of work, for the same time period?</p> <ol style="list-style-type: none"> <li>1. Herbert Smith Freehills</li> <li>2. Burgess Salmon and Fieldfisher</li> <li>3. KPMG</li> <li>4. Peters &amp; Peters</li> </ol>	02/08/2024	Granted in full

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FOI2024/00329	FOI - Henry Staunton File Note and Replies	<p>I'm writing to please request the following internal email correspondence under the freedom of information act.</p> <p>I would like to request a memo sent by Henry Staunton to colleagues, including chief executive Nick Read, and any replies sent to that email.</p> <p>In this email Mr Staunton says that he recorded, and communicated, his conversation with a civil servant, who told him to change course on compensation so the Government could "limp into the election".</p> <p>Further email on 21 February 2024:</p> <p>Could I please amend my requested search terms based on new information published this morning.</p> <p>Please could you also search for the terms "hobble"; "rip off the band aid"; Sarah Munby; permanent secretary; "politicians do not necessarily like to confront reality"; "now was not the time for dealing with long-term issues".</p> <p>The note was reportedly sent on or around January 5, 2023, if that assists in finding the email more quickly.</p> <p>Could I please also ask that if the note was sent to Nick Read's email, that I am provided with a copy of that email.</p>	29/08/2024	Refused in part - S. 40
FOI2024/00364	FOI - Minutes & Papers of Board Meeting August 2013	<p>I would request the Minutes of the Board meeting for August 7th 2013, and papers for that Board, including the paper prepared by Bond Dickinson on potential risks with Horizon and how this might impact on insurance coverage. (Bond Dickinson are now known as Womble Bond Dickinson).</p> <p>If possible could I have a copy of the Insurance Policy Document (Directors and Officers Policy) as it applied then, which related to this request.</p>	21/08/2024	Refused in part - S. 40, S. 42, S. 43
FOI2024/00367	FOI - Unexplained Shortfalls 2019/2020, 2023/2024	<p>Please release the information you hold about the amounts of money being lost across the network in each of the years between 2019/2020 and today (2023/2024 - though I appreciate we have not yet reached year-end).</p> <p>To be clear, the information I am seeking is the amounts of unexplained shortfalls in branches which you have been writing off for accounting purposes.</p>	16/08/2024	Information not held
FOI2024/00372	FOI - BEDS Meeting Minutes Sept/Oct 2013	<p>In a letter to the BTC Parliamentary Committee and its chair Liam Byrne dated 16th Feb 2024, Nick Read CEO referred to a paper prepared by Bond Dickinson dated Aug 7 2013 on the subject of Insurance for Directors and Officers and the potential for claims to be made by Subpostmasters based on non disclosure/or discoveries of bugs errors and defects in Horizon (BEDS). I requested this paper in an FOI dated 28 Feb 2024 and still request this. I am aware now there was no Board meeting in August so in the interests of clarity, I would like to see the minutes of the Board meetings that discussed this issue of BEDS and possible claims to be made that took place in September, and in October 2013. In addition I also requested sight of the Insurance Policy document itself for officers and Directors (AIG) .</p>	21/08/2024	Refused in part - S. 40, S. 42, S. 43

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FOI2024/00461	FOI - Complaints of Horizon 2017 Onwards	How many complaints/ disputes have been made from Post Office sub-postmasters about the Horizon software that was updated in 2017 (1) have been made, and (2) still need to be resolved, about discrepancies and cash shortfalls in individual post offices; and in what towns and cities these complaints were made	02/08/2024	Refused in part - S. 40
FOI2024/00602	FOI - Remittance Error in Horizon 2019	<p>In June 2019 an error in your systems was 'discovered' by your executive team that resulted in remittances not being scanned in properly to some branches and led to these branches having substantial gains in their accounts. This error was 'fixed' by Fujitsu in July 2019. As this error was 'discovered' during the Horizon Trial it is my understanding that POL provided the GLO claimants legal team with a briefing note on the error as it had not been previously disclosed.</p> <p>Could you please provide me with a copy of this briefing note or any such correspondence from POL to the GLO Claimants with regard to this error in the Remittance System.</p> <p>Could you please provide me with a copy of any briefing note or any such correspondence from POL to the GLO Court with regard to this error in the Remittance System.</p> <p>Please provide me with the total number of branches this error affected.</p> <p>Please provide me with the total amount of cash that POL recovered from affected branches by way of transaction corrections as a result of this computer error.</p>	08/08/2024	Information not held
FOI2024/00779	FOI - Cartwright King Fees in Horizon Scandal 2000-2024	<p>Between 1st January 2000 and today's date, how much in fees has been paid to Cartwright King (incl. any previous names) for their role in the Post Office Horizon IT scandal? Please list your response by year.</p> <p>"Post Office Horizon IT scandal" should be interpreted to include any work relating to prosecutions of sub-postmasters, the Cartwright King sift review, the Clarke Advice, any involvement in the group litigation, remediation, and the Horizon IT Public Inquiry.</p>	08/08/2024	Granted in full
FOI2024/00782	FOI - Email Correspondence Alice Perkins/RM June-October 2013	<p>Please can you disclose all email correspondence between PO Chair, Alice Perkins, and Royal Mail CE, Moya Green, between June 2013-October 2013 inclusive. Please include any briefings for meetings or calls between Perkins and Green within this period.</p> <p>Please can you also disclose all email correspondence of PO Chair, Alice Perkins, and Royal Mail Chair, Donald Brydon, between June 2013-October 2013 inclusive. Please include briefings for meetings or calls between Perkins and Brydon within this period.</p>	22/08/2024	Refused in part - S. 40
FOI2024/00834	FOI - Full List of Crown POs	Under the FO Act I request a full list of Crown Post Offices on the date of this request and their opening times.	01/08/2024	Granted in full
FOI2024/00874	FOI - Strategic Platform Modernisation Programme Review	Last month, the Infrastructure and Projects Authority completed a review on behalf of the Department for Business and Trade into the Post Office's Strategic Platform Modernisation Programme (SPMP). This project includes the Post Office's New Business IT (NBIT), the platform under development to replace its Horizon IT system. Please can you disclose this review.	22/08/2024	Refused in full - S. 43

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FOI2024/00910	FOI - Service Level Agreement with AF Blakemore	I hereby request a copy of the Service Level Agreement (or similar documents) between the Post Office and AF Blakemore (Spar Stores) with particular reference to the Post Office branch in the Spar store, 9 Low Street, Sherburn in Elmet, Leeds, LS25 6BG.  I am particularly interested in the quality of service expected to be delivered to the local community.	06/08/2024	Information not held
FOI2024/00917	FOI - Third Party Fraud in ATMs since 2000	A recent letter from you refusing FOI Request FOI2024/00650 makes reference to the potential occurrence of third party fraud affecting Post Office ATMs:  <a href="https://www.whatdotheyknow.com/request/new_post_office_atms/response/2673486/attach/3/FOIA%20Response%20FOI2024%2000650.pdf?cookie_passthrough=1">https://www.whatdotheyknow.com/request/new_post_office_atms/response/2673486/attach/3/FOIA%20Response%20FOI2024%2000650.pdf?cookie_passthrough=1</a>  Please can you disclose how many cases of third party fraud (not including vandalism) involving ATMs have been identified across the network per year since 2000.  If this date range is too wide, please can you disclose how many cases of third party fraud (not including vandalism) involving ATMs have been identified across the network per year 2002-2007 and 2015-2020.	22/08/2024	Granted in full
FOI2024/00968	FOI - Policies Affecting the Employment of PO Counter Staff	I wish to make a request under the Freedom of Information Act 2000.  My request concerns HR policies and procedures in respect of persons employed by the Post Office as counter staff.  In particular  1. The Post Office's policy on paying hourly paid staff when they are required to be on the premises 15 minutes before their shift starts to ensure the branch opens on time and to remain on the premises 15 minutes after closing to complete and record the financial transactions for the day and secure the premises.  2. Where counter staff are employed on a part time basis ie minimum of 20 hours per week over 6 days, what is the policy/procedure regarding allocating and notifying these staff of their shifts? Does this procedure set out a minimum notice period for staff to be advised of their shift for the following week.	06/08/2024	Granted in full
FOI2024/01015	FOI - Computer Weekly Subscription	For as far back as your records permit can you confirm how many copies of Computer Weekly you have a subscription for or are they bought as needed on an ad-hoc basis?  Do you have a circulation list for the subscription or a distribution list for those purchased ad-hoc?	01/08/2024	Information not held
FOI2024/01038	FOI - Employee Engagement Survey Results	I understand Post Office Limited has been undertaking surveys with its employees and Postmasters for a few years now. I would be grateful if you could disclose the survey results (i believe you refer to them internally as 'engagement surveys') for the last five years please.	16/08/2024	Refused in part - S. 40

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FOI2024/01039	FOI - Itemised Breakdown for Branch POS Contract Award	<p>I would like to make an FOI request for information relating to the following contract award: Branch POS Equipment &amp; Peripherals RFP</p> <p>Please can you provide a breakdown of the items included in this contract? For each item, could you provide the following information, preferably in a CSV or Excel file:</p> <ol style="list-style-type: none"> <li>1. Product Name</li> <li>3. Product Brand</li> <li>4. EAN number (where applicable)</li> <li>5. SKU number (where applicable)</li> <li>6. Manufacturer name</li> <li>7. Part Number</li> <li>8. Requested Quantity</li> <li>10. Price per item</li> </ol> <p>If any of this request is outside the scope of the FOIA, please answer what you can and advise and assist on the best way to uncover the remainder of the information.</p> <p>Could I please get a reference number for this request?</p>	08/08/2024	Granted in full
FOI2024/01062	FOI - Roll out of HNGX and replacement Attempts	<p>I am aware from the Inquiry that there was a replacement called "HNGX". When was this commenced and completed?</p> <p>Since 2001, have there been other attempts to replace Horizon/HNGX? If so, when did the work commence and end? I would like to know if they were successful or unsuccessful (if there were subsequent attempts). It would also be helpful if these further attempts were different systems please.</p>	13/08/2024	Granted in full
FOI2024/01070	FOI - Correspondence on ██████████ / ██████████ ██████████ Employment	<p>Nick Read confirmed it must be "galling" for SPM to hear the evidence coming out at the Horizon Inquiry and that POL "would not walk past "dealing with issues of the past.</p> <p>To that end what documents/emails do you have that contain discussion /advice on the merits of still employing ██████████ and ██████████.</p> <p>██████████ and SPM cannot escape responsibility by blaming Horizon? ██████████ sits in judgement on what to offer his victims in Compensation.</p>	23/08/2024	Refused in full - NCND, S. 40

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FOI2024/01071	FOI - Framework Agreements for Call-off Contracts	<p>I am doing a research project investigating call-off contracts in the public sector. I have identified several potential call-off contracts awarded by the Post Office, but I can't find details of the framework agreements they were awarded from.</p> <p>I have attached an Excel file that contains the information I am looking at. The last two columns ("Title of framework used" and "Further framework info") is where I am missing information. Please could you provide the name of the specific framework agreements or DPS agreements used here. If there is any further info which you think would help me locate the framework agreements (e.g., a link to the framework's Contract Finder or FTS listing, the framework provider, or a widely-used reference number such as CCS's RM codes), please use the final column for this.</p> <p>Please note that I have identified these contracts as possible call-off contracts, so some of them might not be. Some could be, for instance, procured directly (without being called off from a framework agreement), or could be themselves notices of the establishment of a framework agreement. Therefore I would kindly ask you to specify in these incidences what kind of procurement was used in the "Title of framework used" column.</p> <p>I have provided the title, description, details of the email contact from the notice, the publication date, and procedure type used to award each potential call-off, as well as a URL link to the call-off in question and a unique reference ID for each potential call-off. Please let me know if there is anything else you need to complete the request.</p>	08/08/2024	Granted in full
FOI2024/01079	FOI - Counterfeit Stamp Investigations	<p>I would like to know, in the last 12 months (01/08/23 to 31/07/24):</p> <ul style="list-style-type: none"> <li>* How many investigations have there been into post offices for allegedly selling counterfeit stamps?</li> <li>* How many post offices have been investigated for allegedly selling fake stamps?</li> <li>* How many investigations were completed that showed there was evidence of fake stamps being sold?</li> <li>* In cases where a post office was found to be selling fake stamps, what resulting action was taken against that post office?</li> <li>* How many post offices have been investigated for selling stamps that were allegedly bought from somewhere other than Royal Mail?</li> <li>* How many of those investigations found that post offices had sold stamps that were bought from somewhere other than Royal Mail?</li> </ul>	30/08/2024	Information not held
FOI2024/01084	FOI - Law Firm Advising POL on Data Breach	Which external law firm is advising Post Office Limited on the data breach that affected the original 555 claimants from the group litigation when the Post Office published their names and addresses in June 2024?	23/08/2024	Granted in full

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FOI2024/01085	FOI - Missing Letters & Parcels	<p>1. How many letters go missing each year by Royal Mail / Post office? And what happens to the missing letters once found?</p> <p>2. Can you locate missing letters if a customer such as the sender make a request or enquiry about a missing letter?</p> <p>3. Is there a different method to locating and or recording letters if there are posted i.e, recorded / tracked and signed for, franked, stamp?</p> <p>4. Do you have a record of any records of missing / returned mail corresponding to [REDACTED] in the name of [REDACTED] between the following dates 15.03.2023 and May 2023.</p>	28/08/2024	Information not held
FOI2024/01110	FOI - Changes to Post Office Security Team	<p>"From 5th August the team formerly known as Post Office Security was renamed to Network Crime &amp; Risk Support Team.</p> <p>The names change will reflect more accurately what the team does."Will this team employ any auditors or investigators?</p> <p>If yes what are the job descriptions but if no what types of work will be undertaken and how is it so described?</p>	29/08/2024	Granted in full
FOI2024/01171	FOI - Postcode Areas	<p>1. Are the postcode-areas divisions of the United Kingdom or divisions of England?</p> <p>2. Are the postcode-areas identical to or different from the areas of the administrative divisions of England (Local Government Act 1972)?</p> <p>3. Which law, statute or instrument defines the postcode areas?</p> <p>4. Taking an exemplary postcode [REDACTED] - is this a division of the United Kingdom or of England, and in which law, statute, or instrument is it based/defined/codified?</p> <p>5. The United Kingdom and England are two different territorial jurisdictions - how is that reflected in the postcodes?</p>	27/08/2024	Information not held