



Tim McCormack
request-988319-
90c4f78d@whatdotheyknow.com

Date
5 July 2023

Post Office
100 Wood Street,
London, EC2V 7ER

Classification:
Public

Dear Tim McCormack,

Freedom of Information Request – FOI2023/00318

We are writing in response to your email received by Post Office Limited ("**Post Office**") on 7 June, 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 in bold below:

"The controversial Inquiry Metric in the ARA of 21/22 states the following:

"Any actions or plans must have been endorsed by the Inquiry and the Board."

Could you please provide evidence that the Inquiry ENDORSED the following actions or plans

a) As stated in a sub metric of in the Inquiry Metric - note the word ACTIONS

Deliverables and actions from culture change programme achieved with clear evidence to support this on improvements and overall symbols of change e.g. rhythms and routines, new ways of working, activities undertaken to bring our people closer to Postmasters etc.

b) As stated in a sub metric of the Inquiry Metric - note the word PLAN

Clearly documented plan on all major operational process, with defined change plans in progress as per recommendations from the Judgements and Inquiry.

Deliverables from these changes transitioned to BAU with appropriate controls in place.

c) As stated in a sub metric of the Inquiry Metric - note the word PLANS

External sign-off of IT Audit on HIJ.

External sign-off of execution of plans instigated by external consultant work.”

We can confirm that Post Office does not hold the information you have requested. As the Chair of the Horizon IT Inquiry confirmed on 5 May 2023, the Inquiry did not endorse any of the metrics in the 2021/22 Annual Report and Accounts. Please find more information at the following link:

<https://www.postofficehorizoninquiry.org.uk/news/chairs-statement-regarding-post-office-limited-20212022-annual-report>

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

<https://ico.org.uk>

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