



# Department for Business, Energy & Industrial Strategy

Services Directorate  
Department for Business, Energy &  
Industrial Strategy  
1 Victoria Street  
London  
SW1H 0ET

Ms Eleanor Shaikh  
request-780814-21bcb1e8@whatdotheyknow.com

T +44 (0)20 7215 5000 - Public enquiries  
+44 (0)20 7215 6740 - Textphone (for  
those with hearing impairment)  
E [foi.requests@beis.gov.uk](mailto:foi.requests@beis.gov.uk)

[www.gov.uk/beis](http://www.gov.uk/beis)

Our ref : FOI2021/19754

08 September 2021

Dear Ms Eleanor Shaikh,

Thank you for your email of 10th August where you requested the following information:

*Minutes of the 20 July 1999 Post Office Board meeting state that, with regard to their delayed Acceptance of Horizon:*

*'Ministers were meeting on 21 July to discuss Horizon and it would be important to ensure that the Post Office Minister, Ian McCartney was fully aware of the Board's concerns. This would best be communicated through a letter from the Chief Executive [John Roberts]'.*

*Please can you disclose the letter which was sent to DTI Minister Ian McCartney from the Post Office to which these minutes refer. Please can you also identify to whom this communication was copied.*

Under the Freedom of Information Act 2000 ('the Act'), you have the right to:

- know whether we hold the information you require
- be provided with that information (subject to any exemptions under the Act which may apply).

Unfortunately, despite a considerable search the Department was unable to locate the requested letter. Assuming that the letter was indeed sent as indicated in the Board minutes, it was received 22 years ago and therefore is likely to have gone through the Department's retention schedule process and therefore either destroyed, sent to the National Archives or retained within our paper file records. We conducted a proportionate search in the Department's paper file records and were unable to locate the requested letter. You may want to try the National Archives. Information on how to search the records can be found on their website: <https://discovery.nationalarchives.gov.uk>.

## **Appeals procedure**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request and should be addressed to the Information Rights & Records Unit. It would be helpful if you can tell us why you are dissatisfied with the response to your request so we may address this during the internal review.

Information Rights & Records Unit  
Department for Business, Energy and Industrial Strategy  
1 Victoria Street  
London  
SW1H 0ET  
Email: [FOI.Requests@beis.gov.uk](mailto:FOI.Requests@beis.gov.uk)

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Complaints can be made to the Information Commissioner via their website at: <https://ico.org.uk/make-a-complaint/official-information-concerns-report/official-information-concern/>.

Yours sincerely,

**Services Directorate**