



Information Rights Team
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Mr Alan Bates
request-206384-1b6cf9bc@whatdotheyknow.com

Our reference : APP201405130915

09 July 2014

Dear Mr Bates

Ref: Freedom of Information Request: Internal Review - APP201405130915

I am writing in response to your email dated 13 May 2014, in which you requested an internal review of our response dated 12 May 2014.

In your original request for recorded information, which you submitted on 9 April 2014, you asked for the following information:

"Has Post Office ever been made aware of faults within the software of their Horizon System that would have impacted in any way on the accuracy of the accounts of any post office?"

We refused your request in accordance with section 12(1) of the Freedom of Information Act 2000 ("the Act") and invited you to refine your request by narrowing its scope and being more specific about what information you particularly wished to obtain, including any dates or period of time relevant to the information required.

In your email of 13 May, you provided the following statement in support of your request for an internal review:

"I have not been requesting any detail in my initial request, I have purely been asking for a simple yes or no answer which I find hard to believe would take 18 hours to obtain or cost more than £450. From the reply you have given to my FOI request I can only draw the conclusion that either Post Office does not know the answer to my question or it is hiding (sic) behind Section 12(1) of the Act."

With a view to clarifying your request, we offered to discuss your request with you. You repeated your request that Post Office answer your 'yes/no' question.

The Act provides a right of access to recorded information held by Post Office; the Act does not impose any obligation upon Post Office to create information. We note that you are not requesting recorded information, but simply wish to have an answer to your 'yes/no' question. We therefore consider this request to fall outside the scope of the Act.

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You will be aware of the work done by Second Sight and the Interim Report into the Alleged Problems with the Horizon System especially the phrase within that document which states 'We have so far found no evidence of system wide (systemic) problems with the Horizon Software'. You will also be aware of the Post Office's statement that 'no system wide problems have been found in relation to the Horizon software'.

I hope the information I have provided above has reassured you over Post Office Limited's previous consideration of your request. In the event that you remain unhappy with the handling of this request, you have a right to appeal to the Information Commissioner who can be contacted at the address below:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Yours sincerely

A handwritten signature in black ink, appearing to be 'Peter Johnson', with a stylized, cursive script.

Peter Johnson

Senior Engagement and Involvement Manager
Information Rights Team

foia@postoffice.co.uk

<http://www.postoffice.co.uk/our-publication-scheme>