



Eleanor Shaikh

Date
18 October 2024

[request-1177697-](#)
e8cc06dd@whatdotheyknow.com

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear Eleanor Shaikh,

Freedom of Information Request – FOI2024/01282

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 21 September, 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 verbatim in bold below:

“I understand that a new scheme, known as the Process Review Team, has been established by the Post Office to investigate cases which were being handled by the HSS Case Review Team. No details of the Process Review Scheme, however, are to be found on your corporate website.

Please can you disclose:

- i) the Terms of Reference for this scheme including eligibility criteria for applicants;**
- ii) the total number of cases which have been submitted under this scheme since it's launch;**
- iii) the number of cases currently being considered by the Post Office under this scheme and;**
- iv) the total payments which have been made to claimants under this scheme to date.”**

We can confirm that Post Office does hold information in scope of what you have requested.

In the interests of clarity, we can advise you there is no scheme called the 'Process Review Team/Scheme', we are, however, currently planning the 'Post Office Process Review', which has not yet been launched and is in a pilot phase to gain Postmaster feedback as part of its development.

Under section 16 of FOIA (duty to provide advice and assistance) we can inform you that the focus of the Post Office Process Review (PPR) will be to address the impact of products, processes or policies that may have caused financial loss to Postmasters because of the way they were designed or delivered (rather than to investigate cases handled by the HSS Case Review Team). Shortfalls related to previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X) continue to be considered within the Horizon Shortfall Scheme (HSS). The financial losses to be redressed as part of the PPR are anticipated to be significantly lower, on average, than in HSS.

Post Office is aiming to launch the Post Office Process Review in due course and will provide further details on our website, including how to apply.

i. The Terms of Reference for this scheme including eligibility criteria for applicants;

There are no Terms of Reference as such, as it will be open to all current and former Postmasters who have or held a contract with Post Office.

ii. The total number of cases which have been submitted under this scheme since it's launch;

The pilot involved writing to 250 Postmasters.

iii. The number of cases currently being considered by the Post Office under this scheme and;

To date, of the 250 Postmasters, 24 (as of 14/10/2024) have submitted requests for redress as part of the PPR pilot.

iv. **The total payments which have been made to claimants under this scheme to date;**

Seven payments have been made (as of 14/10/2024), totalling £8,108.24.

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
www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team
information.rights@postoffice.co.uk
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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