

POST OFFICE HORIZON IT
INQUIRY

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Post Office Horizon IT Inquiry
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Email:
Calum.greenhow@nfsp.org.uk

13th January 2022

Dear Mr Greenhow,

As you will be aware from [Sir Wyn's December announcement](#) in February 2022 the Inquiry would like to hear about the human impact on those who have been affected by the Horizon matter in the past and to also understand the experience of current postmasters and post office branch workers.

The Inquiry would like to hear from your members, and to that end are sharing the routes by which they can participate, and we ask that you communicate the information of this letter with your membership in a format appropriate to your organisation.

How to Participate

Your members can choose to engage with the Inquiry by:

- providing evidence (via route A); or
- unsworn information (via route B).

This letter sets out information about participating by either route.

Route A: Submit formal evidence (sworn evidence)

The Inquiry invites evidence from SPMs, assistants and managers who are interested in providing their account to the Inquiry through a witness statement. A witness statement is sworn testimony. If your members choose to provide a witness statement it is possible that they may also be asked to give oral evidence at a hearing.

If your members are interested in providing a witness statement and have not already made contact with the Inquiry, please email the Solicitor team at Solicitor@postofficehorizoninquiry.org.uk

Route B: Attending a Focus Group (unsworn evidence)

The Inquiry will also be holding focus group sessions on Fridays from mid-February to late March 2022 to understand more about the 4 areas of a SPM's Journey outlined further below. The sessions will be attended by Sir Wyn and independently facilitated. The Inquiry invites current serving and former SPMs and Post Office Branch workers - including friends and family of these to participate. The focus groups sessions will be held virtually and livestreamed to a public audience which may

include media representatives, each session will be recorded, and a transcript published on the Inquiry's website.

The Inquiry's focus groups are seeking accounts from those affected to understand the following areas:

1. *Becoming a SPM or Post Office Branch Worker*

Understanding the management of expectations and assessments made by Post Office Limited when someone first becomes a SPM and also capturing the aspirations, assumptions, personal expectations and effort invested by the individual SPM, or Post Office Branch worker.

2. *Running a Post Office Branch*

Understanding the knowledge, skills and behaviours brought to Post Office Limited by the individual SPM and how this compares with the knowledge, skills and behaviours required by the Post Office Network (including Post Office Limited clients (e.g., ATMs, Lottery Sales) and customers (the public)).

3. *Working with Post Office Limited*

Understanding their experience of the functions/functional relationships and teams within POL (helpdesks, auditors, trainers, contract and area managers etc).

4. *Impacts*

Understanding what impacts the Horizon system has caused

Participants in the Focus Group sessions should be aware that the information heard will be unsworn evidence, and this carries less weight than evidence given under oath. However, information provided in Focus Group sessions will be considered by the Chair in writing his final report and in making his recommendations.

Communicating with your members

By late January the Inquiry will publish further information about the registration processes for the focus group sessions commencing in mid-February, however as a Core Participant with a relevant and important membership network we provide you this opportunity to notify your members at your earliest convenience of the forthcoming focus group sessions (Route B above).

If you and your membership want to participate in option B or have queries, please contact POSecretariat@postofficehorizoninquiry.org.uk with "FOCUS GROUP" in the subject line.

If members wish to communicate with the Inquiry through the NFSP, please provide confirmation of the wish and consent of the same.

Yours sincerely,

Name redacted

On behalf of the Post Office Inquiry Secretariat.