

## Mediation Scheme timeline

### Confidential & Subject to Legal Privilege

#### Timeline - events

##### **Pre-2010**

DATE	EVENT
October 2008	Gartner report on Horizon Online (HNG-X) design
2009	JFSA established
11/05/2009	Computer Weekly article on deficits with Horizon system published

#### Timeline - events

##### **2010**

DATE	EVENT
2010	Horizon online upgrade (HNG-X)
31/03/2010	Alan Bates sends a letter to Edward Davey MP, Minister for Postal Affairs
08/07/2010	Alan Bates emails Edward Davey MP Regarding the response he received to his letter of 31 May 2010  Alan Bates is upset by Edward Davey's response and lists the 'hidden issues' SPMRs face/experience
31/07/2010	Edward Davey MP emails Alan Bates to request that he contact his PA to set up a meeting
14/10/2010	Alan Bates emails Edward Davey MP to follow up on their meeting. He states: <ul style="list-style-type: none"> <li>Horizon is the root cause of All issues for JFSA members</li> <li>JFSA has no other agenda than to redress the wrongs that have inflicted upon them</li> </ul>
21/10/2010	Alan Bates emails Edward Davey MP to highlight 3 cases of Subpostmasters being prosecuted
07/12/2010	Edward Davey replies to Alan Bates email, stating he: <ul style="list-style-type: none"> <li>is reassured Horizon is sound</li> <li>cannot interfere with judicial cases.</li> </ul>

#### Timeline - events

##### **2011**

DATE	EVENT
February 2011	Horizon integrity subject of 2 features on BBC's 'Inside Out' programme
20/08/2011	Email from Alan Bates to Edward Davey MP informing him that letters of claim have filed by Shoosmiths on behalf of four Subpostmasters against POL in respect of: <ul style="list-style-type: none"> <li>the Horizon System</li> <li>legality of the Subpostmaster Contract</li> </ul> <p>The four cases are:</p>

	<ul style="list-style-type: none"> <li>• Scott Darlington</li> <li>• Julian Wilson</li> <li>• Terence Walters</li> <li>• Thakshila Somaskandarajh</li> </ul>
09/09/2011	Edward Davey MP sends Alan Bates and email acknowledging his email of 20/08/2011
15/12/2011	James Arbuthnot writes to Moya Greene (RMG CEO) regarding the closure of the Odiham Post Office, alleging it is due to problems with Horizon

**Timeline - events****2012**

DATE	EVENT
January 2012	James Arbuthnot writes to the Minister and Moya Green regarding the closure of the Odiham Post Office citing 'irregularities' and questioning the Horizon System
24/02/2012•  •	James Arbuthnot emails the Post Office Chairman Alice Perkins regarding Horizon and requests a meeting.  Alice Perkins responds, agreeing to a meeting
February 2012	The JFSA launch a short survey of 100 Subpostmasters on 'Survey Monkey'. Questions attempt to capture the losses respondents attribute to faults in Horizon. Survey is open for eight days.
February 2012	Deloitte perform and Internal Audit Assurance review of Key System Controls in Horizon
25/02/2012•  •	Alan Bates emails the new Minister for Postal Affairs Norman Lamb to request a meeting. He wishes to: <ul style="list-style-type: none"> <li>• Raise the JFSA cause</li> <li>• Offer to work with the the Minister's Office</li> </ul>
27/02/2012	James Arbuthnot Chairs a meeting at Porticullis House to discuss Horizon. Norman Lamb is invited but declines.
08/03/2012	James Arbuthnot and all other MPs receive a letter and booklet from Post Office about modernisation in the Post Office network
13/03/2012	James Arbuthnot meets with the Post Office Chairman Alice Perkins and Company Secretary Alwen Lyons.  Alice Perkins offers to consider a further review of Horizon by an IT expert and invites James Arbuthnot to another meeting (scheduled for 28 March 2012)

26/03/2012	James Arbuthnot writes to the Post Office Chairman Alice Perkins to thank her for meeting on 13 March 2012.
02/04/2012	The Post Office Chairman Alice Perkins writes to James Arbuthnot to invite him to a further meeting
15/05/2012	Post Office receive a proposal from Deloitte to conduct a forensic investigation into Horizon
17/05/2012	Post Office (Alice Perkins, Paula Vennels, Alwen Lyons, Angela Van Den Bogerd) hold a meeting with James Arbuthnot, Oliver Letwin during which they agree to appoint a firm of forensic accountants
01/06/2012	An initial proposal from Second Sight is received and they sign NDAs
6/06/2012	Alice Perkins and Susan Crichton (Post Office GC) prepare a TOR for Second Sight to work on the investigation
7/6/012	<ul style="list-style-type: none"> <li>A meeting is held between Paula Vennels, Alice Perkins, Susan Crichton, Alwen Lyons and Simon Baker where the Deloitte and Second Sight Proposals are discussed.</li> <li>Second Sight is chosen as the preferred supplier.</li> <li></li> <li></li> </ul>
7/6/012	Deloitte provide an alternative proposal
08/06/2012	Alice Perkins makes some minor adjustments to the Second Sight TOR
11/06/2012	The TOR are shared with James Arbuthnot for his approval
18/06/2012	James Arbuthnot meets with MPs, with Post Office present.
25/06/2012	James Arbuthnot writes a letter to Alice Perkins asking for advice on how to respond to his constituent – Mr D Robinson, Odiham, Hook
25/06/2012	Susan Crichton asks SS to hold off beginning work until James Arbuthnot endorses the Post Office's decision.
4/07/2012	<ul style="list-style-type: none"> <li>Second Sight attends its first meeting with James Arbuthnot. The following MPs are also present: <ul style="list-style-type: none"> <li>Andrew Bridgen MP</li> <li>Mike Wood MP</li> <li>Tessa Munt MP Mary Glendon MP</li> </ul> </li> <li>The primary purpose was to get James Arbuthnot's approval of Second Sight</li> </ul>
05/07/2012	James Arbuthnot emails Alwen Lyons to state that Alan Bates should have no power of veto over SS's appointment or how the investigations ought to be undertaken.
12/07/2012	Second Sight attend its second meeting with James Arbuthnot. Alan Bates and Kay Linnell are present. "how to carry the sub-postmasters with us" is discussed.
23/08/2012	Post Office sends Second Sight the first CD containing documents for the initial batch of cases

13/09/2012	Ian Henderson attends a workshop with Fujitsu to get a technical understanding of Horizon
December 2012	<ul style="list-style-type: none"> <li>Raising Concerns with Horizon Document is issued jointly by Post Office and the JFSA.</li> <li>The deadline for submissions is 28/02/2013</li> <li></li> <li></li> </ul>

**Timeline - events****2013**

DATE	EVENT	SOURCE	DOC	COMMENT
28/02/2013	<ul style="list-style-type: none"> <li>Deadline for Subpostmasters to submit issues to Second Sight for their Inquiry.</li> <li>Cases are submitted through either the office of the Rt Hon James Arbuthnot MP (29 cases) or the JFSA (18 cases)</li> </ul>			
25/03/2013	Meeting between Second Sight and MPs. Seven issues are identified that SS propose to prioritise. An Interim report is to be produced by Parliamentary Recess on 18 July 2013		•	
25/03/2013	James Arbuthnot emails Susan Crichton to comment on Ian Henderson's account of the meeting			
21/05/2013	<p>Alan Bates writes to Paula Vennels requesting a meeting. Requests that Kay Linnel also attends as she will be monitoring the work of SS on behalf of the JFSA</p> <p>Alan Bates believes he has sufficient evidence to show that many Post Office prosecutions should not have taken</p>			

	place			
03/06/2013	<ul style="list-style-type: none"> <li>Paula Vennels emails Alan Bates to state it is too early in the investigation to question: <ul style="list-style-type: none"> <li>Integrity of Horizon</li> <li>Validity of prosecutions</li> </ul> </li> </ul>	E-mail from PV to AB		
09/06/2013	Alan Bates emails Paula Vennels agreeing to a meeting once Second Sight have published their Interim Report and presented to MPs on 9 July 2013	E-mail from AB to PV		
05/07/2013	PV-JA meeting			
06/07/2013	Asking PV for WG proposal and to include putative names for the group (will become WG)	E-mail from AB to PV		
06/07/2013	Agree to send SS report after factual inaccuracies corrected and POL draft statement	E-mail from PV to AB		
07/07/2013	<ul style="list-style-type: none"> <li>Sent POL statement, AB already had a SS report copy.</li> <li>Asks AB to support and help implement the 3 recommendations made by POL</li> </ul>	E-mail from PV to AB		
08/07/2013	JA-JFSA(AB) meeting			
08/07/2013	SS Interim report published on 4 cases reviewed			
08/07/2013	Post Office releases statement on SS's Interim report			
09/07/2013	House of Commons Debate: 'Post Office Horizon System'			
11/07/2013	Proposes barebones of scheme. Each case assessed on 2 areas. <ol style="list-style-type: none"> <li>Thematics/systemic</li> </ol>	E-mail from AB to PV		

	2. failures & issues 3. Software/hardware problems			
11/07/2013	PV agrees to look at approach. <ul style="list-style-type: none"> <li>• Asked if '4a' is effectively (civil) early settlement</li> </ul>	E-mail from PV to AB		
26/08/2013	Post Office press release announcing the establishment of the Scheme			
27/08/2013	Case application opens for SPMRs (past & present). <ul style="list-style-type: none"> <li>• Post Office announces independent mediation scheme for subpostmasters               <ul style="list-style-type: none"> <li>○ "...the Post Office, JFSA (Justice for Subpostmasters Alliance), and Second Sight, the independent investigators, have formed a working group to collaboratively develop and monitor this scheme which is available to current and former subpostmasters from 27 August 2013..."</li> </ul> </li> </ul>	<a href="http://media.postoffice.co.uk/News-Releases/Post-Office-announces-independent-mediation-scheme-for-subpostmasters-8d.aspx">http://media.postoffice.co.uk/News-Releases/Post-Office-announces-independent-mediation-scheme-for-subpostmasters-8d.aspx</a>		
September 2013	Case Review Mediation pack published	Case Review Mediation pack		
24/09/2013	Paula Vennells, Alasdair Marnoch and Martin Edwards -Sir Anthony Hooper (AH) meeting			
15/10/2013	ARQ data, which is housed on the legal + compliance drive <ul style="list-style-type: none"> <li>• Shirley Hailstones to David King mentioning that Charlie McLoughlin (Business Analyst in the</li> </ul>	E-mail: ARQ Requests  Charlie McLoughlin		



	<ul style="list-style-type: none"> <li>Independence and Separation Programme) had requested some ARQ data for SS - could be as many as 30 ARQ's.</li> </ul>			
16/10/2013	Role of the Working Group proposed	_DOC_27544698(1)_Sir Anthony Hooper - Appointment Report (2).docx, Section 5		
29/10/2013	<p>POL announcement of Sir Anthony Hooper appointed as independent chair of working group overseeing initial mediation scheme for Subpostmasters</p> <p>"...The Post Office, JFSA (Justice for Subpostmasters Alliance), and Second Sight, the independent investigators, have formed a Working Group to develop and monitor the scheme which is available to both current and former subpostmasters..."</p>	<a href="http://media.postoffice.co.uk/News-Releases/Sir-Anthony-Hooper-appointed-as-independent-chair-of-working-group-overseeing-initial-mediation-scheme-72.aspx">http://media.postoffice.co.uk/News-Releases/Sir-Anthony-Hooper-appointed-as-independent-chair-of-working-group-overseeing-initial-mediation-scheme-72.aspx</a>		
18/11/2013	Case application closes for SPMRs (past & present).			

**Timeline - events****2014**

DATE	EVENT	SOURCE	DOC	COMMENT
13/01/2014	AB raises concern over POL's apparent restricting of WG scope in terms of investigation and discussion. Says this stems from the new POL reps on the WG.  • Refers to a signed document from July/August 2013 stating JFSA participation	E-mail from AB to PV		
13/01/2014	Arrange a meeting to fully understand AB's concerns.	E-mail from Martin Edwards (on behalf of PV to AB		
	PV and CA meeting with WG Chair			
24/03/2014	PV meeting with JA			
	PV and WG Chair meeting with MPs			
	PV meeting with Second Sight			
27/03/2014	An Excel spreadsheet showing the data was sent to SS for MP cases on 4 CDs.	Email: FW: MP_Cases_-_working_file.xlsx  Andy Holt	<<MP_Cases_-_working_file.xlsx>>	CD1 = 1.53Gb CD2 = 5.6Gb CD3 = 3.07Gb CD4 = 0.571Gb Total = 10.771Gb
xx/03/2014	Linklaters commissioned to review legal risk			
xx/03/2014	Linklaters report			
xx/04/2014	Deloitte commissioned to review Horizon control environment			
30/04/2014	Deloitte report produced though issues with report quality			
xx/04/2014	Second Sight produce their first Case Reviews that are discussed at Working Group			Cases Mxxx
xx/05/2014	Factfile (Part 2) agreed			
xx/05/2014	AB sends a letter			



	directly to the Minister			
xx/05/2014	Minister replies and letter notified to JA, SAH and Post Office			
xx/05/2014	JA letter to AB			
xx/05/2014	JA letter to PV regarding updating MPs			
23/05/2014	PV meets Sir Anthony Hooper			
xx/05/2014	M022 Case Review and Factfile sent to applicant and Post Office			
25/07/2014	SS produce their Briefing Report – Part One			
21/08/2014	SS produce their Briefing Report – Part Two (August Edition)			
22/09/2014	Reply of POL to SS Briefing Report – Part Two (August Edition)			
09/12/2014	Edwin Coe LLP issue a press release stating they have been instructed by the JFSA to bring a class action against POL			
17/12/2014	Westminster Hall Debate			

**Timeline - events****2015**

DATE	EVENT	SOURCE	DOC	COMMENT
03/02/2015	BIS Select Committee			
10/03/2015	POL announces closure of the Working Group and published the Scheme Report			
11/03/2015	Prime Minister's Questions (James Arbuthnot)			
16/03/2015	Letter from Adrian Bailey to Vince Cable			
26/03/2015	Letter (in reply) from Vince Cable to Adrian Bailey			
09/04/2015	SS produce their Briefing Report – Part Two (April Edition)			
09/04/2015	POL produce their Reply			

	•	to SS's Briefing Report – Part Two (April Edition)			
15/04/2015	•	Second Sight moved onto a new Terms of Engagement			
May 2015	•	POL receives first of 45 DSARs (42 of which are from Scheme Applicants)			
May 2015	•	JFSA Newsletter recommends Applicants withdraw from the Scheme, pending a Government Inquiry			
29/06/2015	•	House of Commons Debate: 'Post Office Horizon System'			
July 2015	•	Second Sight completes final outstanding CRR			
01/07/2015	•	Prime Minister's Questions (Andrew Bridgen)			
17/08/2015		BBC Panorama Programme: 'Trouble at the Post Office'			
17/08/2015	•	POL issues statement in reply to the Panorama Programme			
10/09/2015	•	Early Day Motion tabled in Westminster: 'Post Office Horizon Computer System'			
08/09/2015	•	Initial Consultation with Jonathan Swift QC			
	•				