

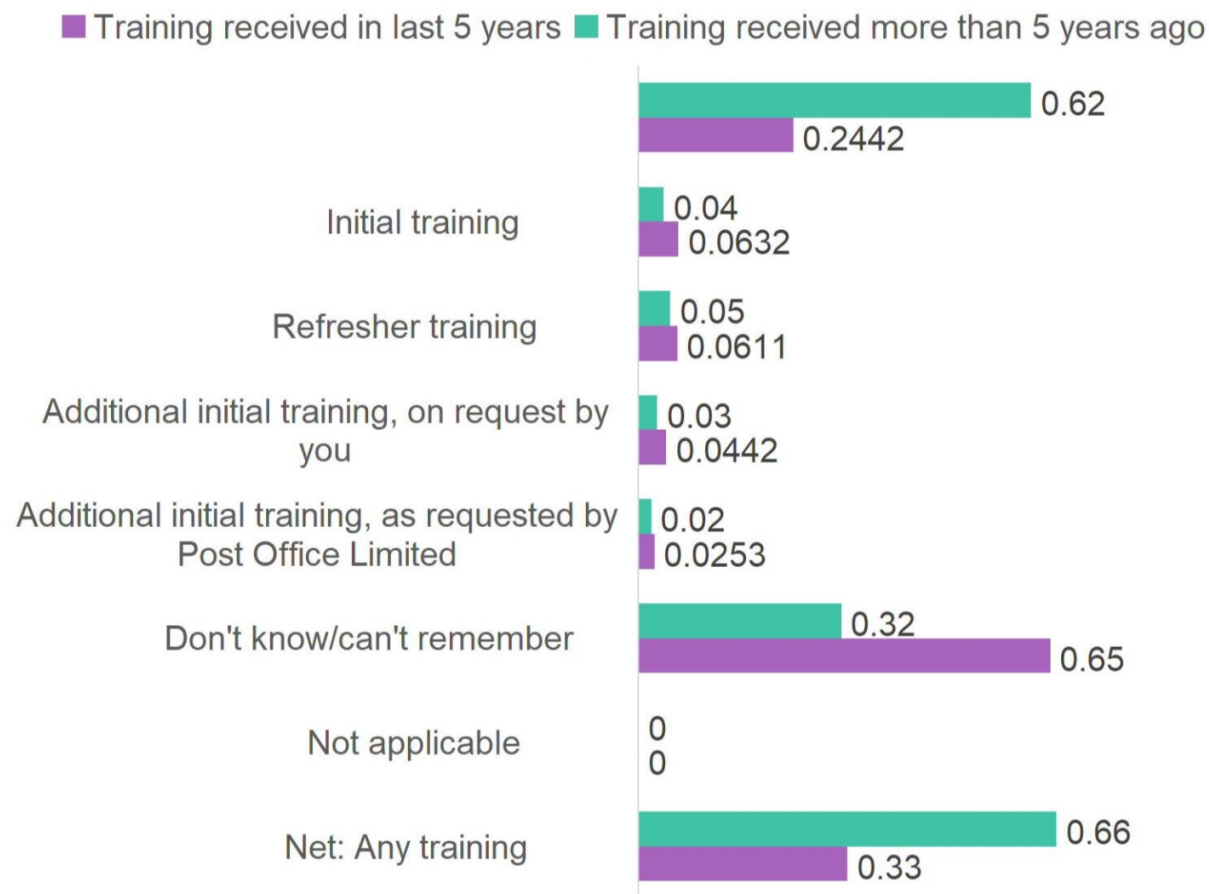
Figure 1



Survey	Number invited	Number who fully completed the survey	Number who dropped out but completed the first section of the survey	Total number of responses	Completion rate
SPM	6,532	950	65	1,015	16%
HSS applicant	3,476	1,430	53	1,483	43%

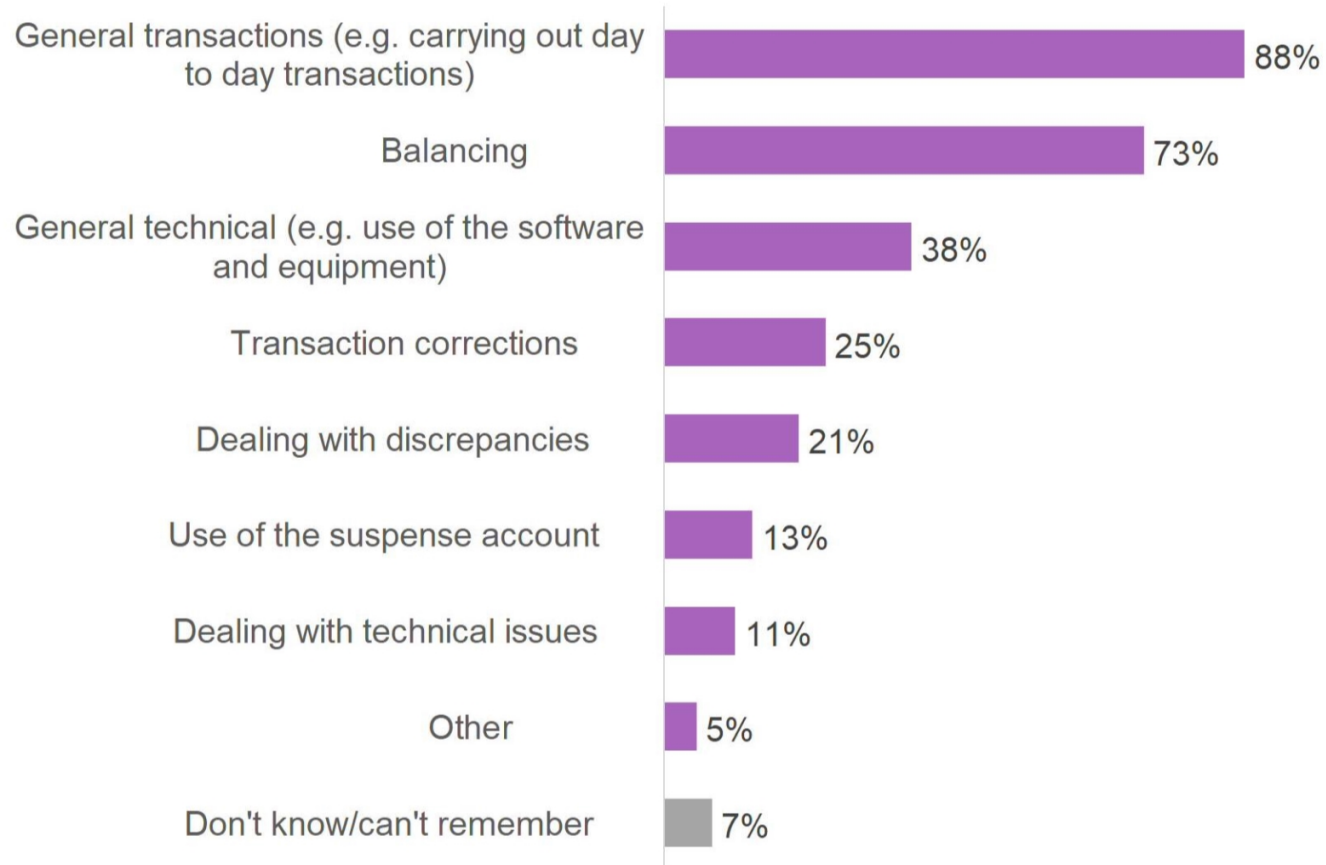
Completion rate

Figure 2



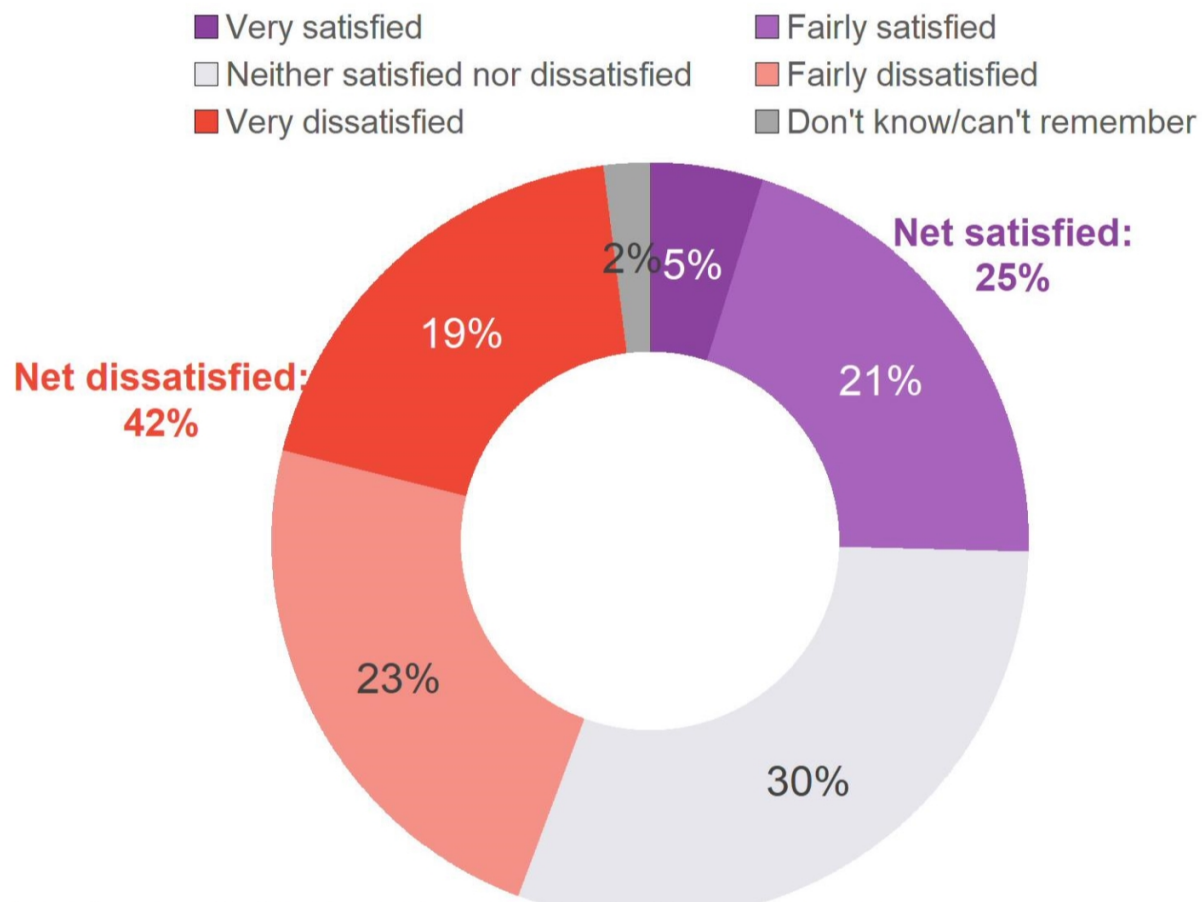
spm1_q8a. What kinds of training, if any at all, have you received on the Horizon IT System in the last 5 years? Please tick all that apply.
 spm1_q8b. What kinds of training, if any at all, have you received on the Horizon IT System more than 5 years ago? Please tick all that apply.
 Base: All (n=1,004 – 1,011)

Figure 3



spm1_q11. Which, if any, of the following were included in your Horizon IT System training? Please tick all that apply.
Base: All who received training on Horizon (n=794)

Figure 4



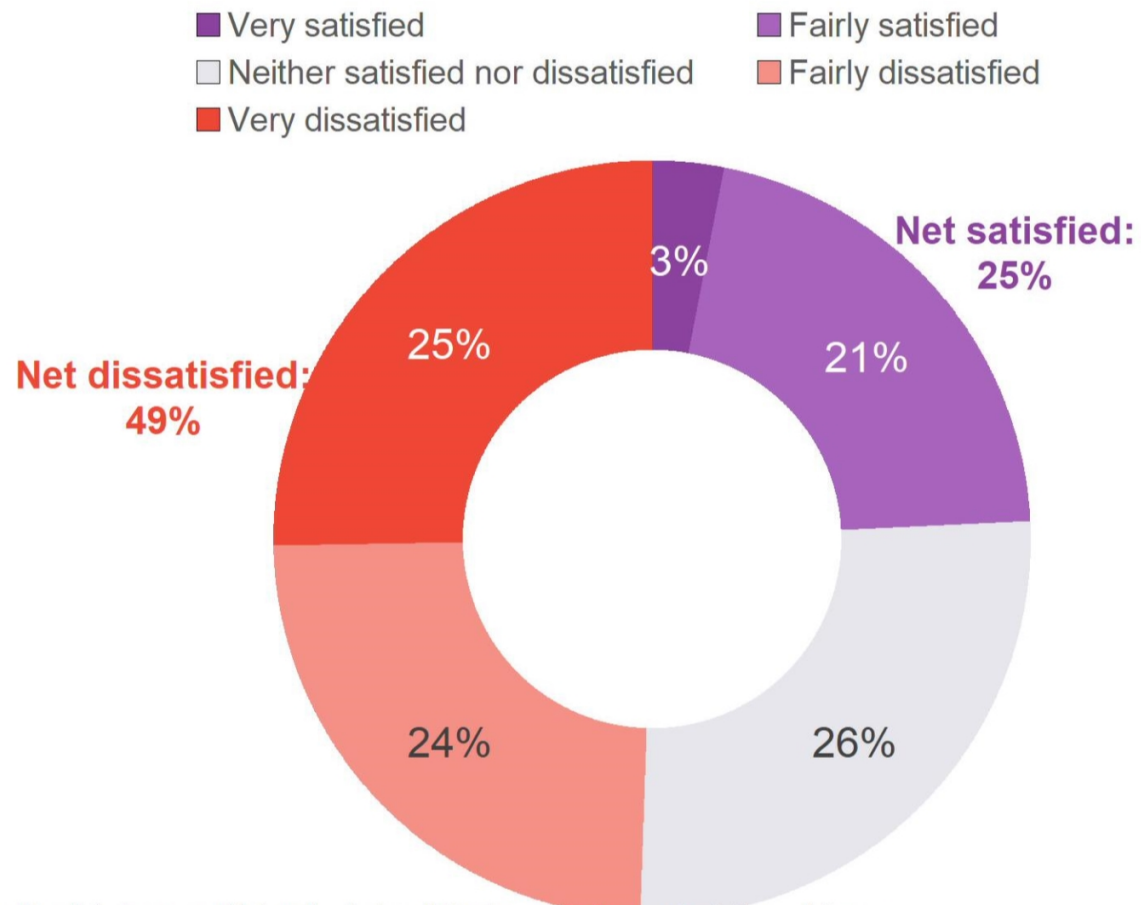
spm1_q12. Overall, how satisfied or dissatisfied are you with the training you received on the Horizon IT system? Please tick one.
Base: All who received training on Horizon (n=794)

Figure 5

	2 years or less	3-5 years	6-10 years	11-20 years	21 or more years
Satisfied	51%	35%	19%	19%	22%
Dissatisfied	25%	37%	50%	48%	40%

Satisfaction with Horizon training by length of time working as a SPM

Figure 6



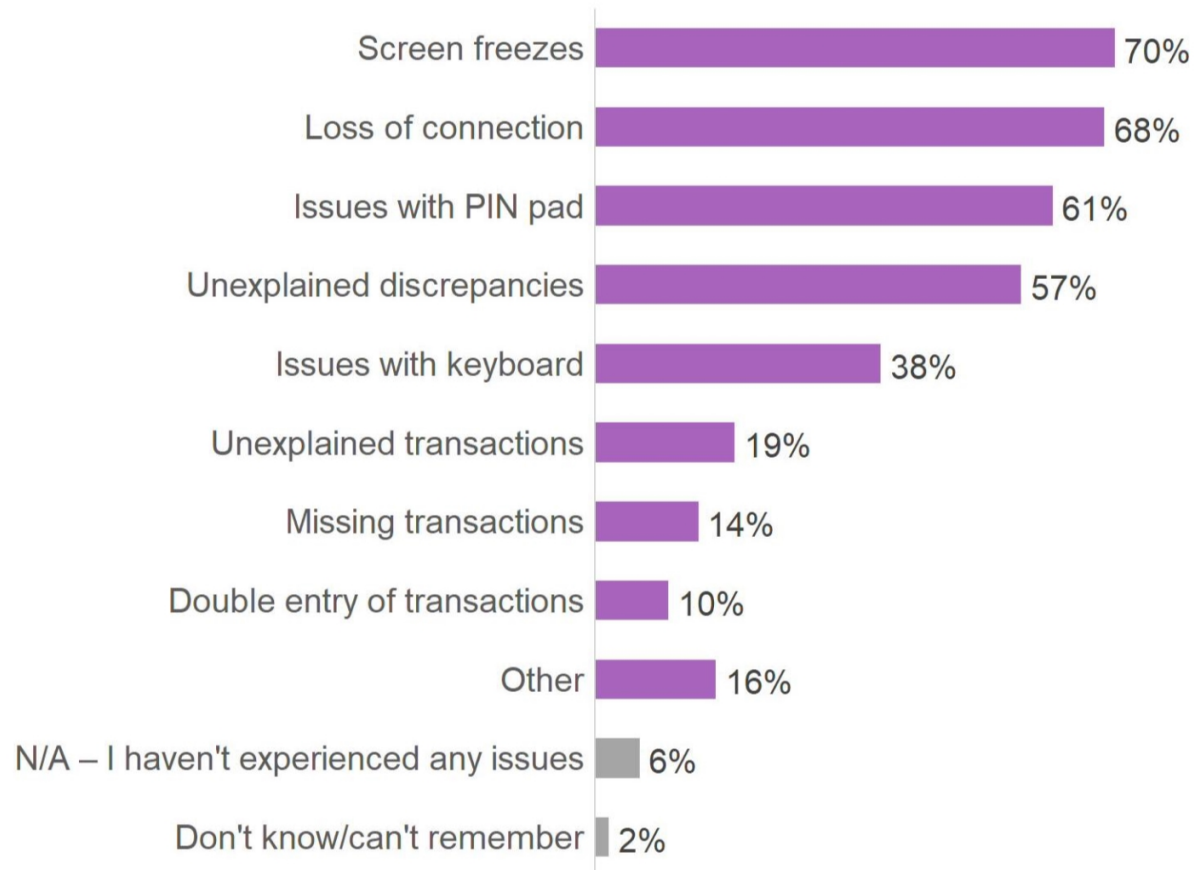
spm1_q13. Overall, how satisfied or dissatisfied are you with how the Horizon IT System currently operates? Please tick one.
Base: All (n=996)

Figure 7

	2 years or less	3-5 years	6-10 years	11-20 years	21 or more years
Satisfied	37%	28%	20%	20%	28%
Dissatisfied	39%	41%	57%	55%	43%

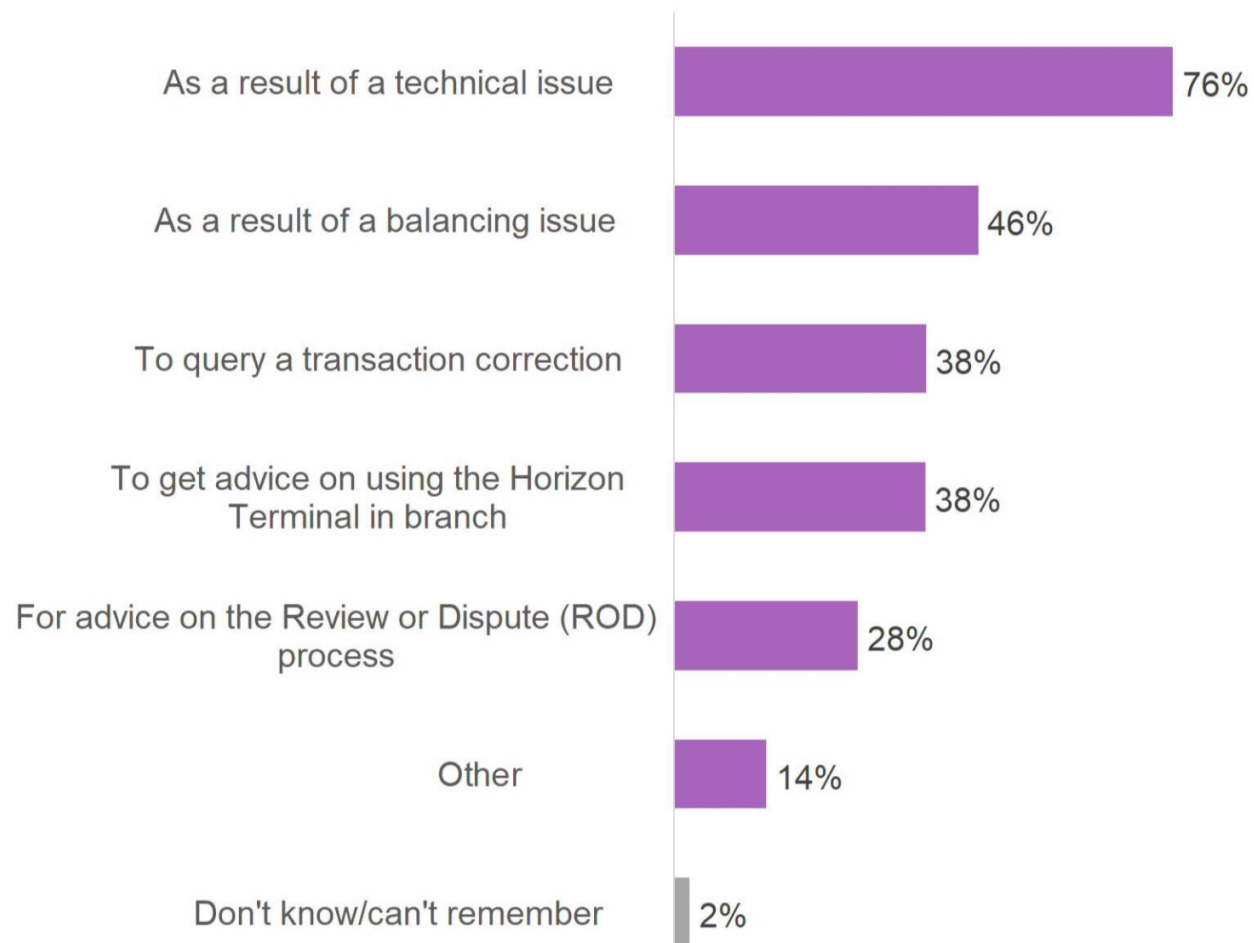
Satisfaction with how Horizon currently operates by length of time working as a SPM

Figure 8



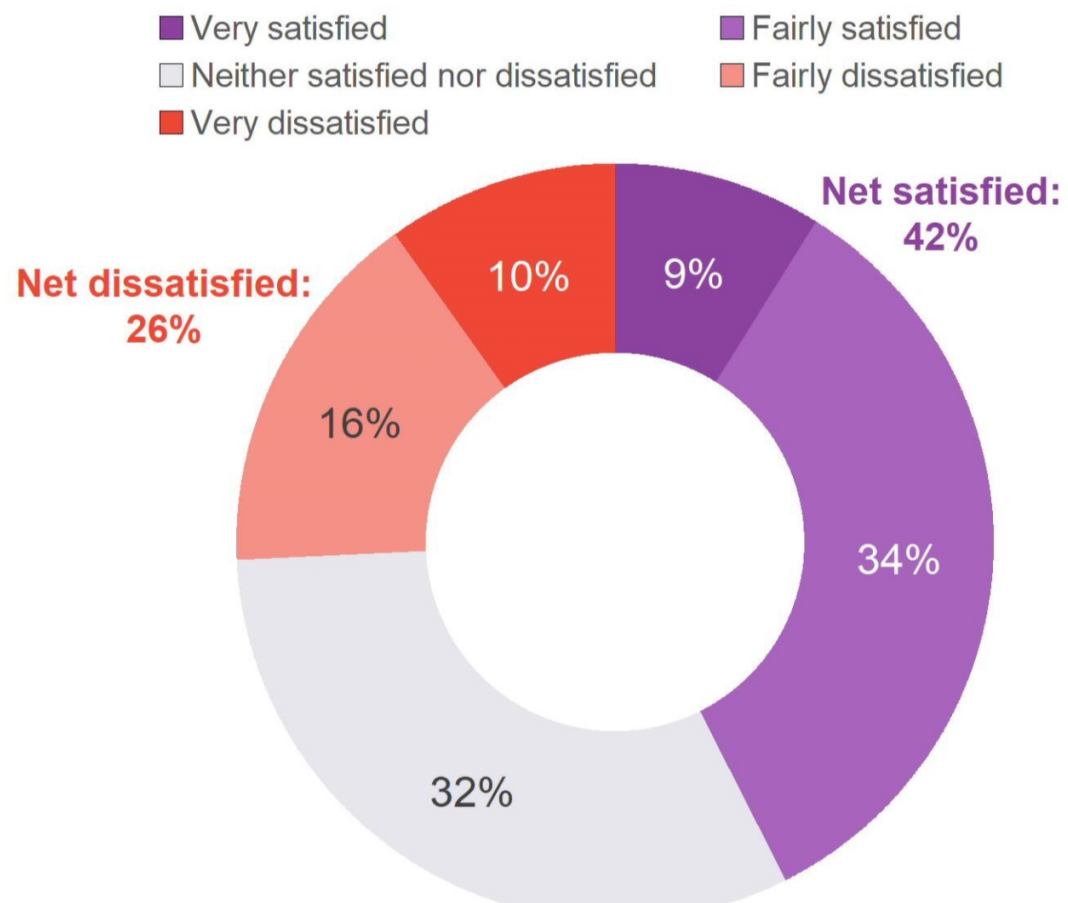
spm1_q14. In the last 12 months, what issues have you experienced with the Horizon IT System, if any? Please tick all that apply.
Base: All (n=991)

Figure 9



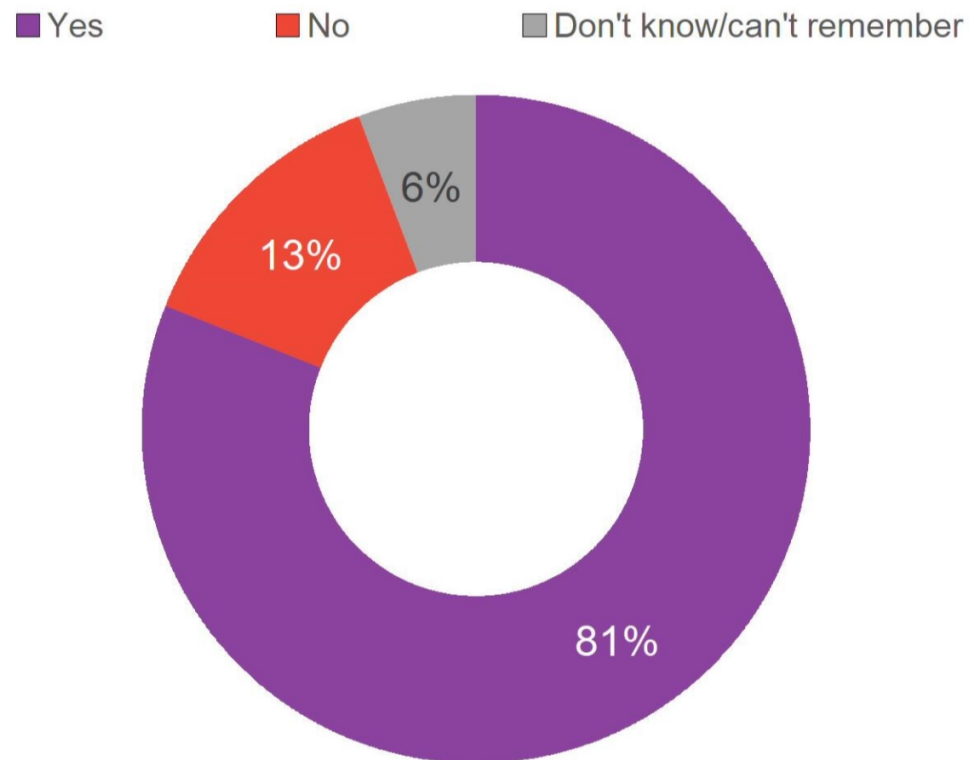
spm1_q17. Which of the following, if any, are reasons why you contacted the Business Support Centre for assistance? Please tick all that apply.
Base: All who have called the Business Support Centre (n=948)

Figure 10



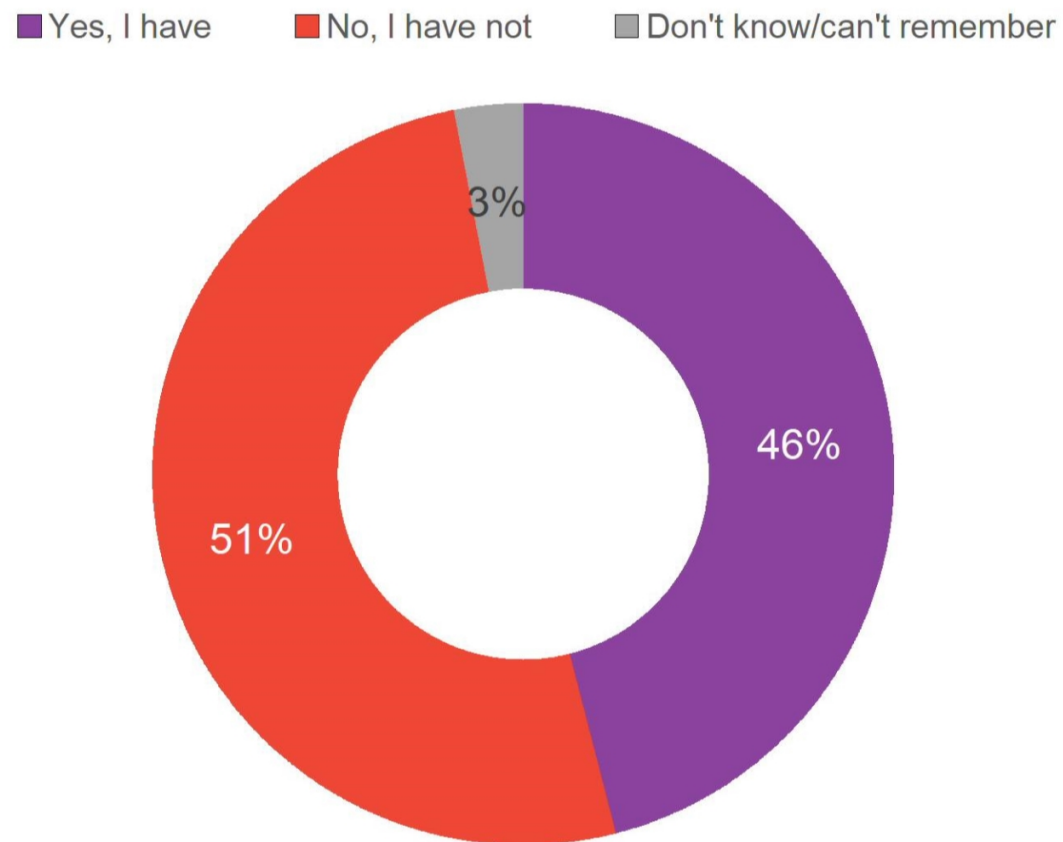
spm1_q19. In general, how satisfied or dissatisfied are you with the service provided by the Business Support Centre? Please tick one.
Base: All who have called the Business Support Centre (n=947)

Figure 11



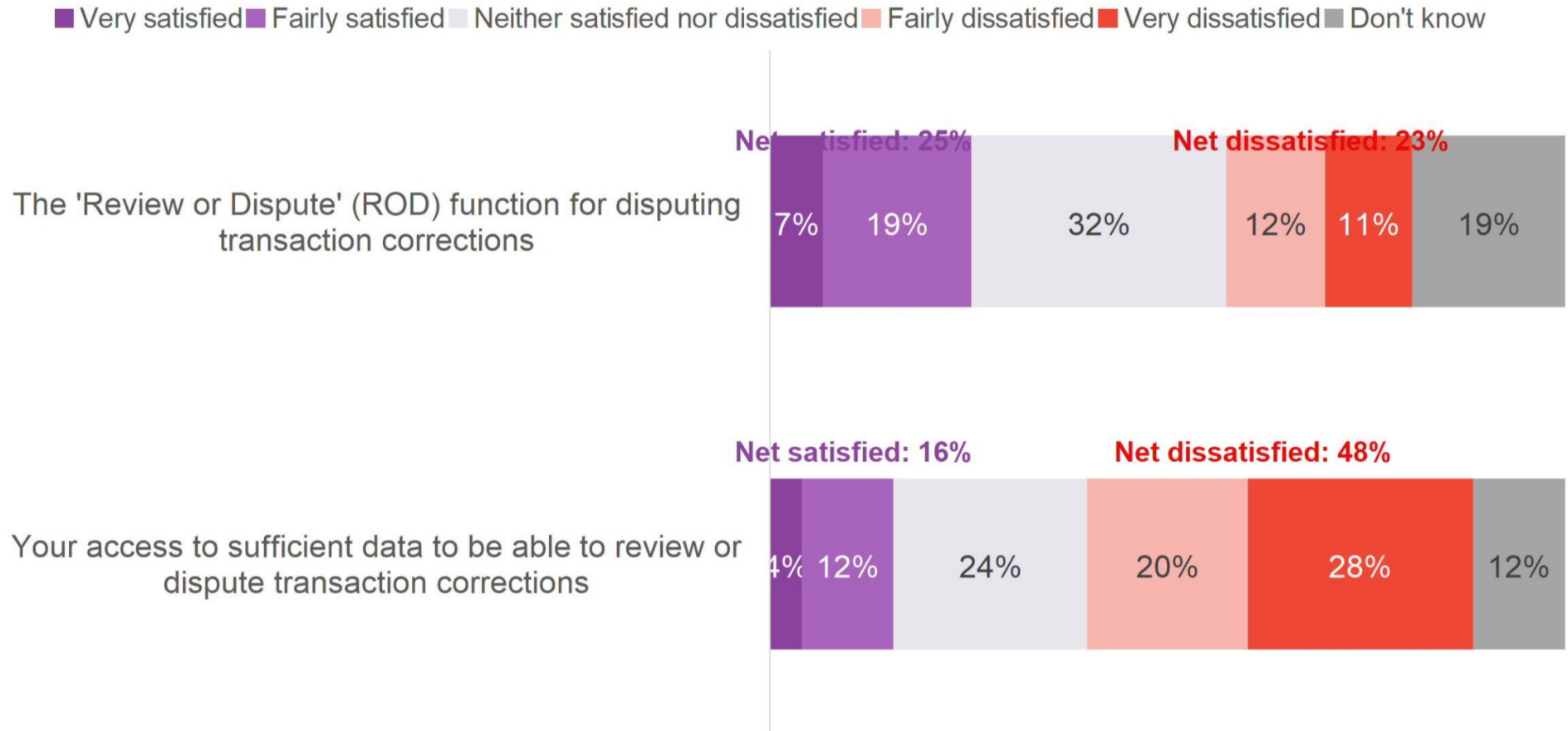
spm1_q20. Have you received a transaction correction in the last 12 months? Please tick one.
Base: All (n=980)

Figure 12



spm1_q21. Have you disputed any of the transaction corrections you have received in the last 12 months? Please tick one.
Base: All who have received a transaction correction in last 12 months (n=800)

Figure 13

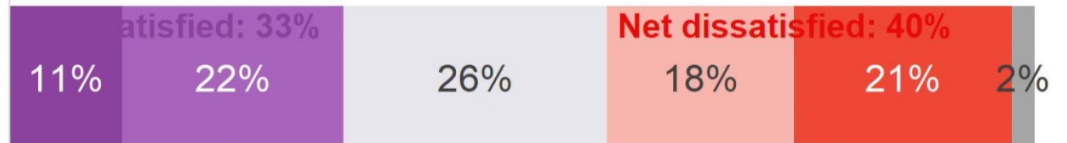


spm1_q22. How satisfied or dissatisfied are you with...?
Base: All (n=974)

Figure 14

■ Very satisfied
 ■ Fairly satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied
 ■ Don't know

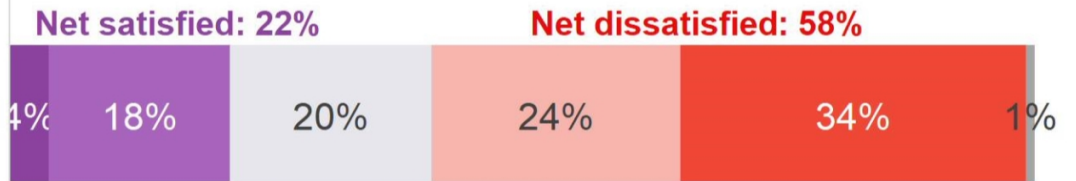
The outcome of the transaction correction dispute(s)



The response you received after raising a dispute



How long it took for Post Office Limited to respond



spm1_q22. How satisfied or dissatisfied are you with...?
 Base: All who have disputed a transaction correction in last 12 months (n=362)

Figure 15

A few times a month	At least once a month	Once every 2-3 months	Couple of times a year	About once a year	Less often than once a year
17%	18%	21%	25%	8%	9%

Frequency of experiencing unexplained discrepancy since January 2020
Base: All who have experienced an unexplained discrepancy since January 2020 (n=670)

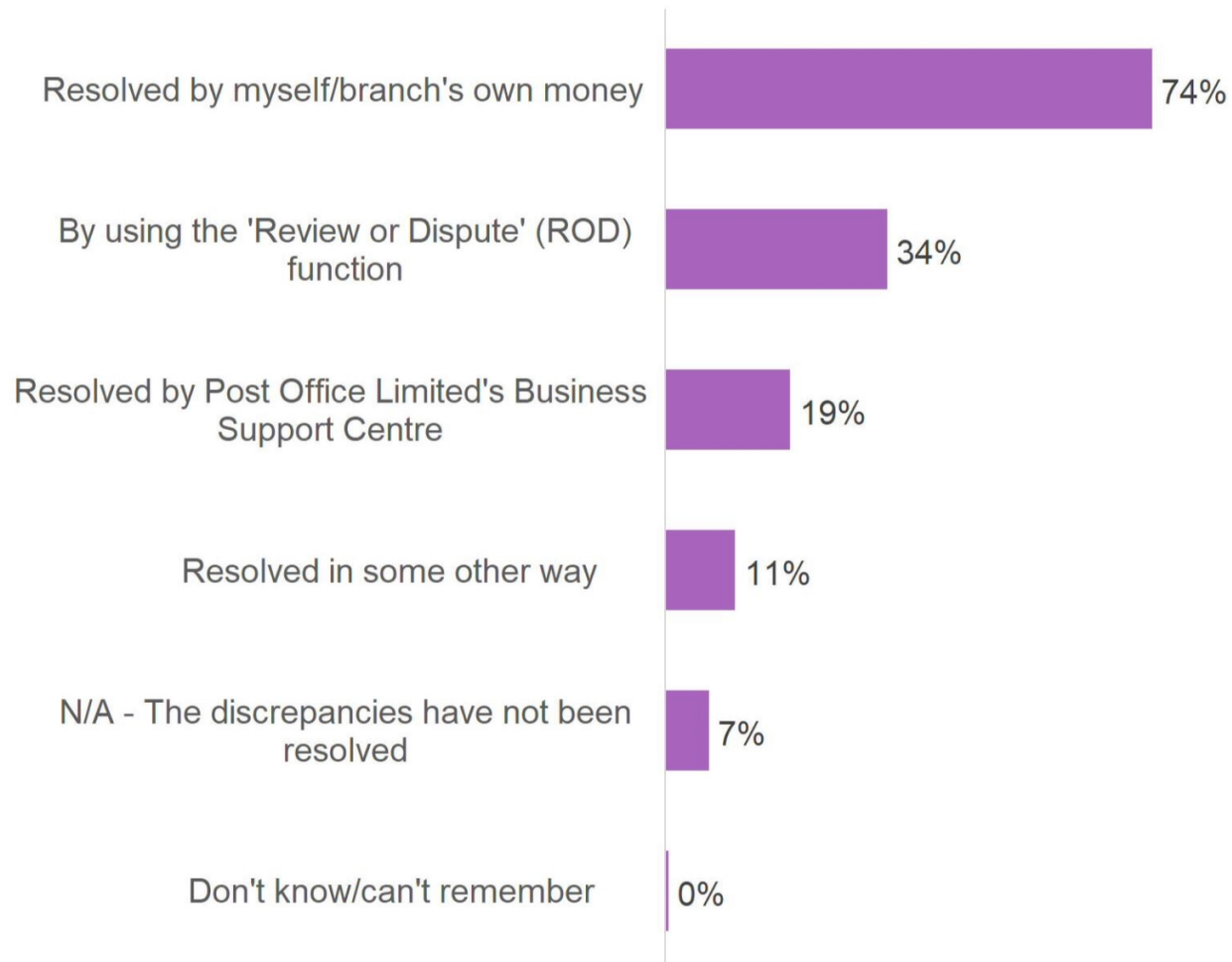
Figure 16

Less than £200	£200- £999	£1000- £1999	£2000- £4999	£5000- £9999	£10,000- £19,999	£20,000- £29,999	£30,000+
50%	39%	5%	2%	1%	0%	0%	1%

Typical value of unexplained discrepancies since January 2020

Base: All who have experienced an unexplained discrepancy since January 2020 (n=668)

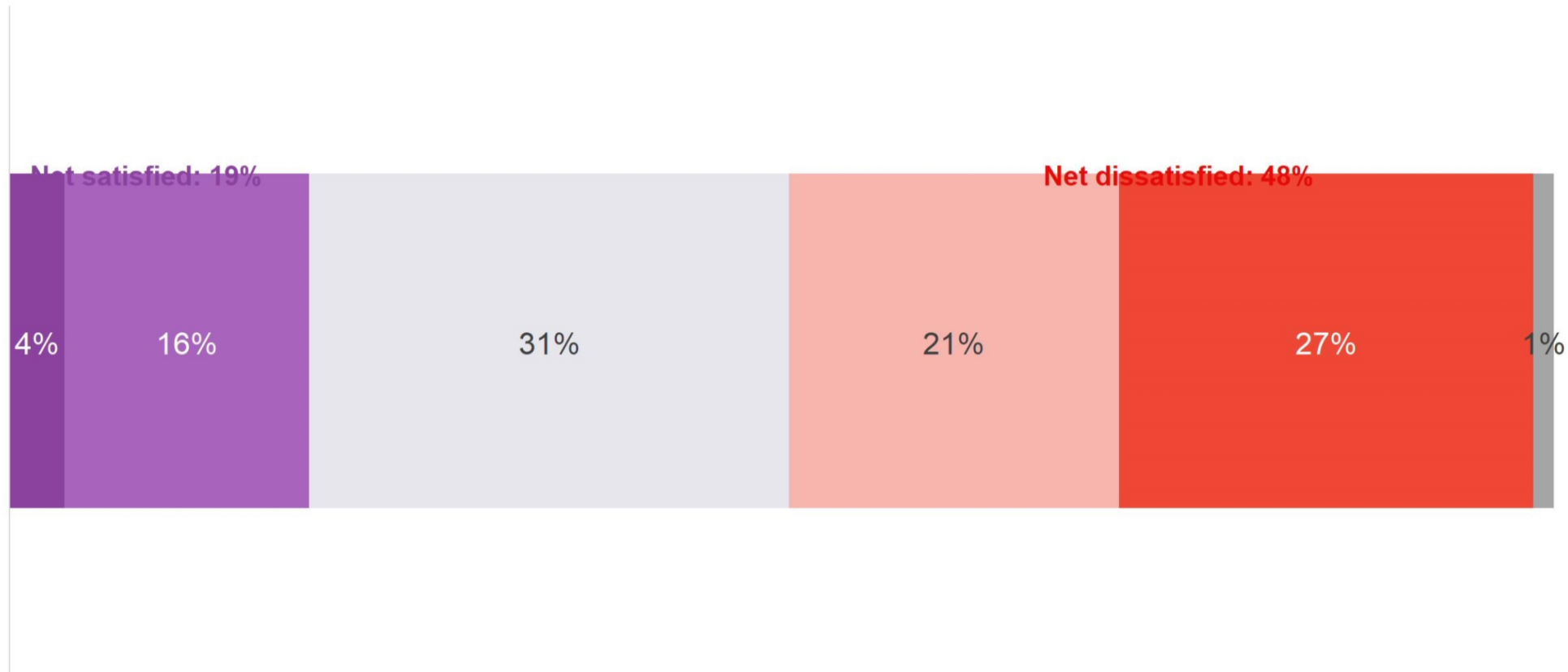
Figure 17



spm1_q28. In general, how, if at all, have these discrepancies been resolved? Please tick all that apply.
Base: All who have experienced an unexplained discrepancy since January 2020 (n=665)

Figure 18

■ Very satisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied ■ Fairly dissatisfied ■ Very dissatisfied ■ Don't know



spm1_q29. How satisfied or dissatisfied are you with how discrepancies were resolved? Please tick one.
Base: All who have had an unexplained discrepancy since January 2020 resolved (n=618)

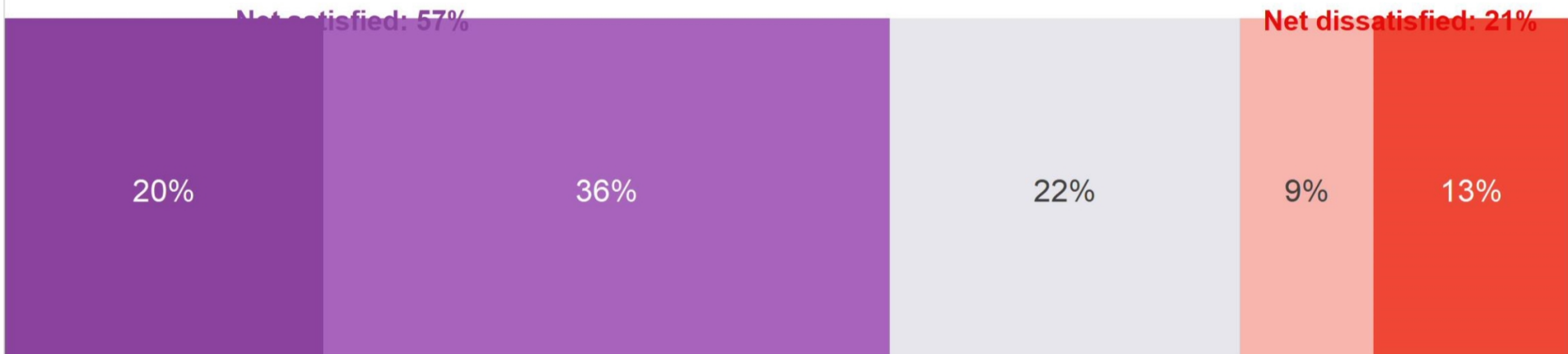
Figure 19

In the last 12 months	1 - 3 years ago	4 – 6 years ago	7 – 10 years ago	11 or more years ago	Don't know	Prefer not to say
5%	3%	21%	22%	38%	8%	3%

When suspended or threatened with suspension
Base: All who had been suspended/threatened with suspension (n=108)

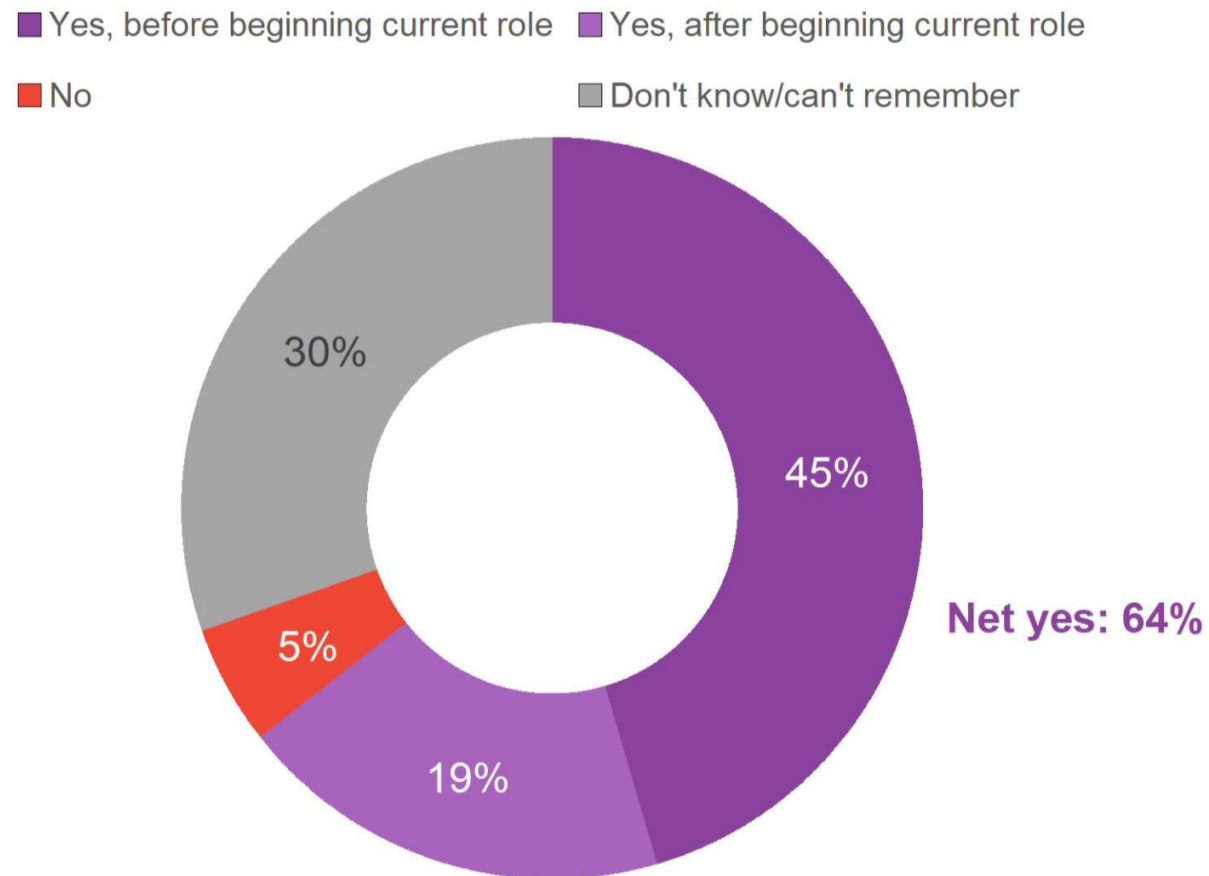
Figure 20

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know



spm1_q24. In general, how satisfied or dissatisfied are you with how your branch's audits have been conducted?
Base: All whose branch(es) have received at least one audit since January 2020 (n=152)

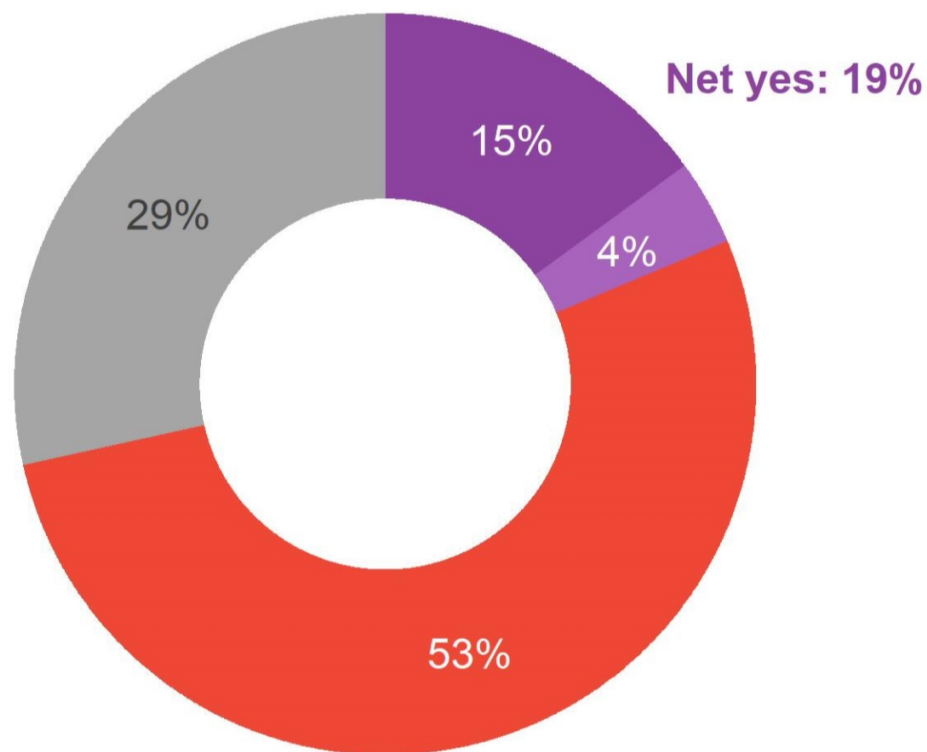
Figure 21



spm1_q3. Were you sent a copy of your contract with the Post Office Limited before or after beginning your current role? Please tick one.
Base: All (n=1,015)

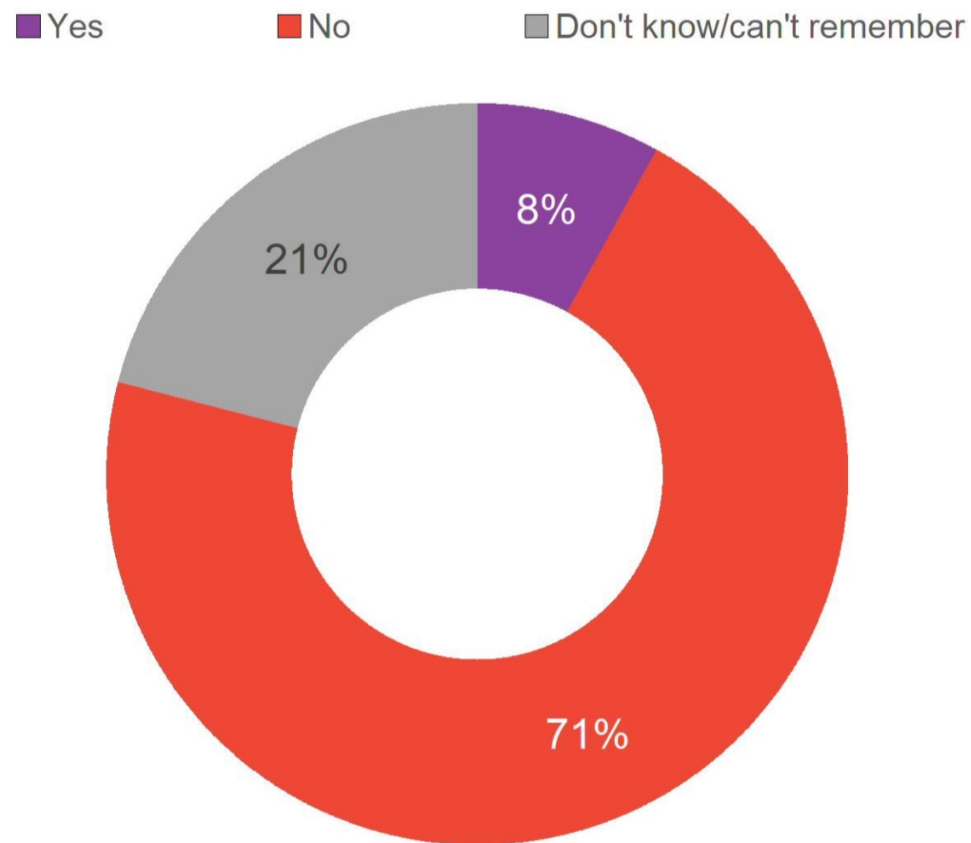
Figure 22

■ Yes, in full ■ Yes, only in part ■ No ■ Don't know/can't remember



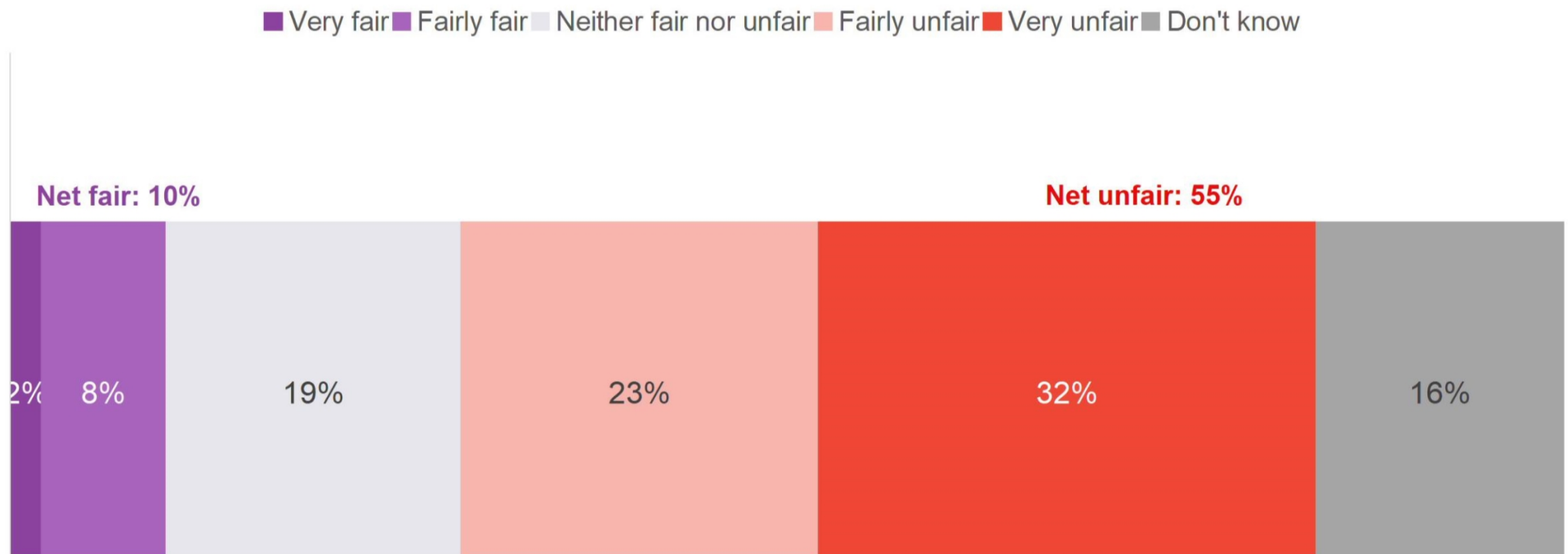
spm1_q6. Have you received a copy of your contract between yourself and Post Office Limited which sets out your role and responsibilities as a subpostmaster since the 15th March 2019? This was the date of the Bates vs. the Post Office Common Issues Judgment.
Base: All (n=1,015)

Figure 23



spm1_q6b. Have you been provided with any guidance or information by Post Office Limited about what the terms and conditions of the contract mean since the 15th March 2019?
Please tick one.
Base: All (n=1,015)

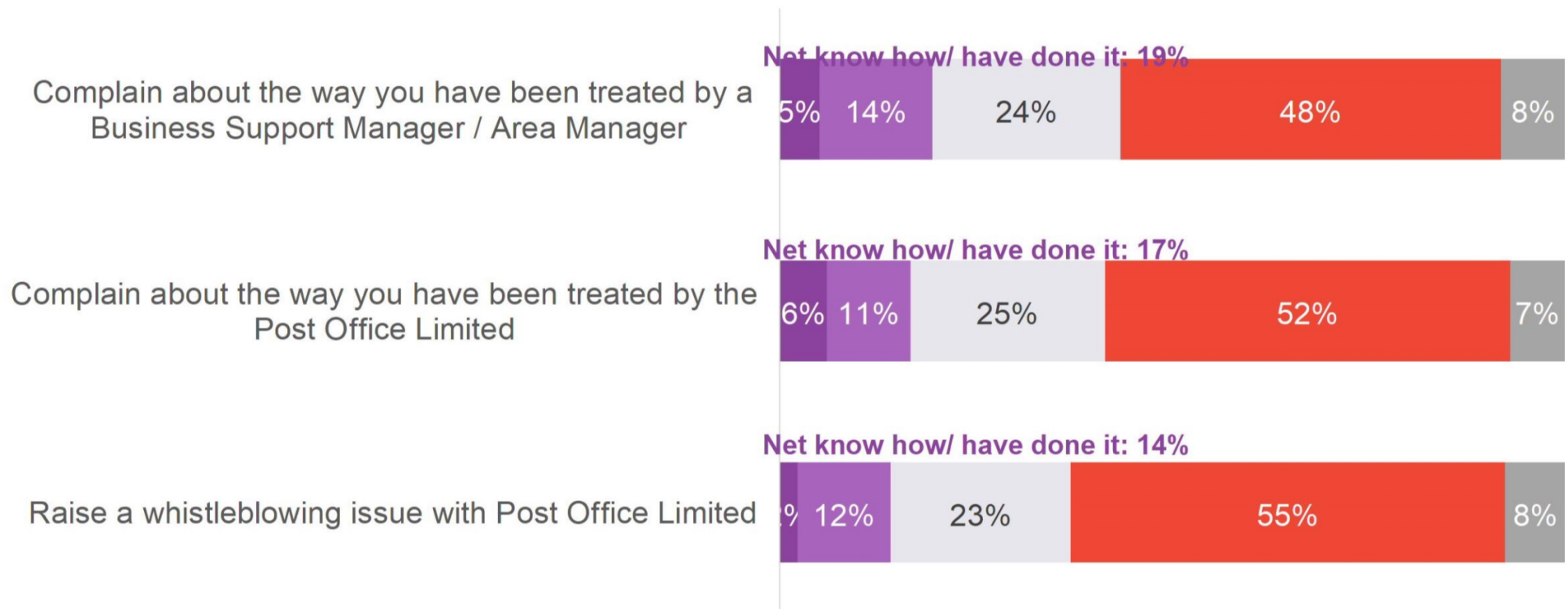
Figure 24



spm1_q7. Overall, how fair or unfair do you think the terms of your contract are? Please tick one.
Base: All (n=1,015)

Figure 25

- I was aware this was possible, and have done so
- I was aware of this, and would know how to do it
- I was aware of this, but would not know how to do it
- I was not aware of this at all
- Don't know/can't remember



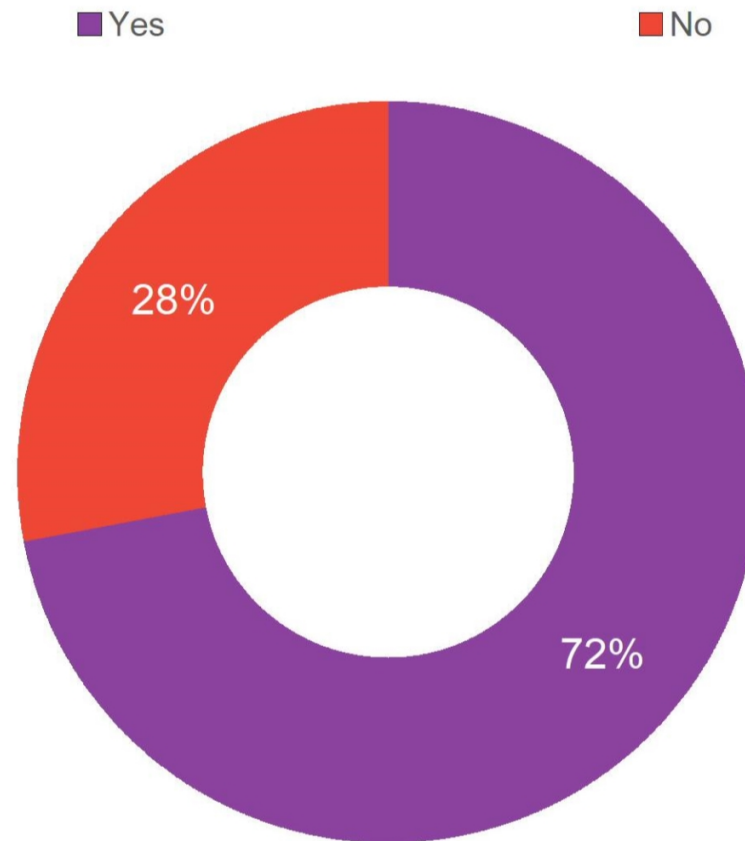
spm1_q33. Before taking this survey, were you aware of, or have you done, any of the following?
Base: All (n=960)

Figure 26



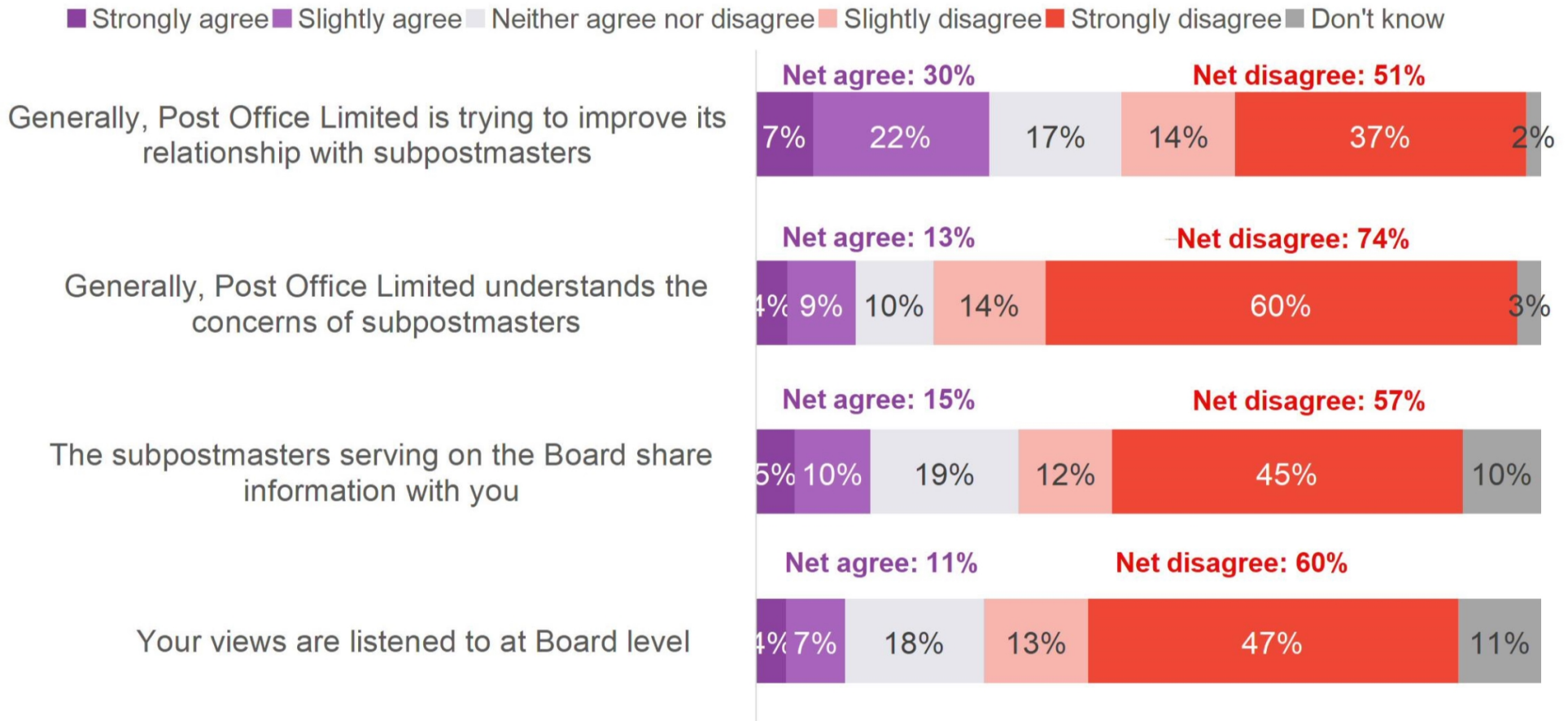
spm1_q34. And, how satisfied or dissatisfied are you with how the following was handled?
Base: All that have complained about each issue (n=48-57) *A low base which can only be considered as indicative

Figure 27



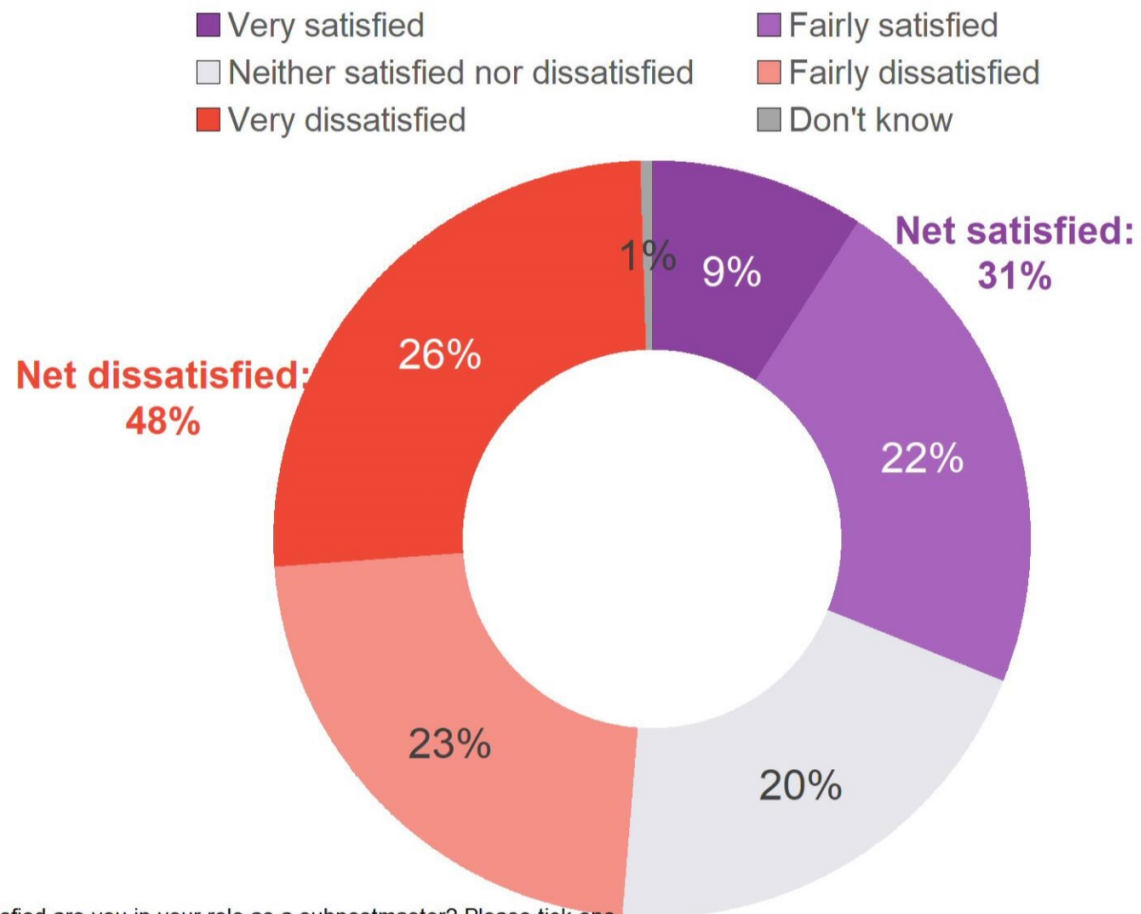
spm1_q35. Before this survey, did you know that there are two subpostmasters appointed to Post Office Limited Board as Non-Executive Directors?
Base: All (n=957)

Figure 28



spm1_q36. To what extent do you agree or disagree with each of the following about the Post Office Limited...
Base: All (n=953)

Figure 29



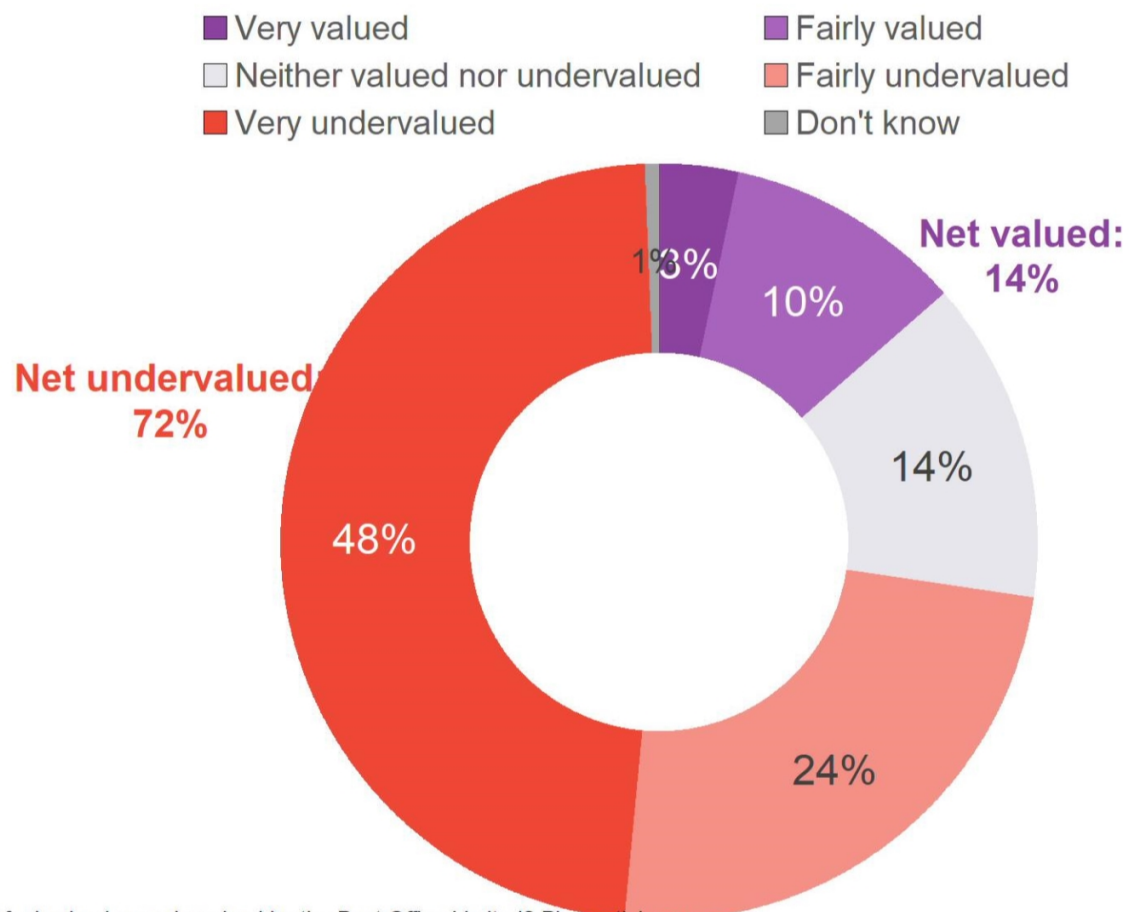
spm1_q37. How satisfied or dissatisfied are you in your role as a subpostmaster? Please tick one.
Base: All (n=952)

Figure 30

	2 years or less	3-5 years	6-10 years	11-20 years	21 or more years
Satisfied	47%	44%	31%	23%	29%
Dissatisfied	30%	38%	50%	53%	52%

Satisfaction with role as SPM by length of time working as a SPM

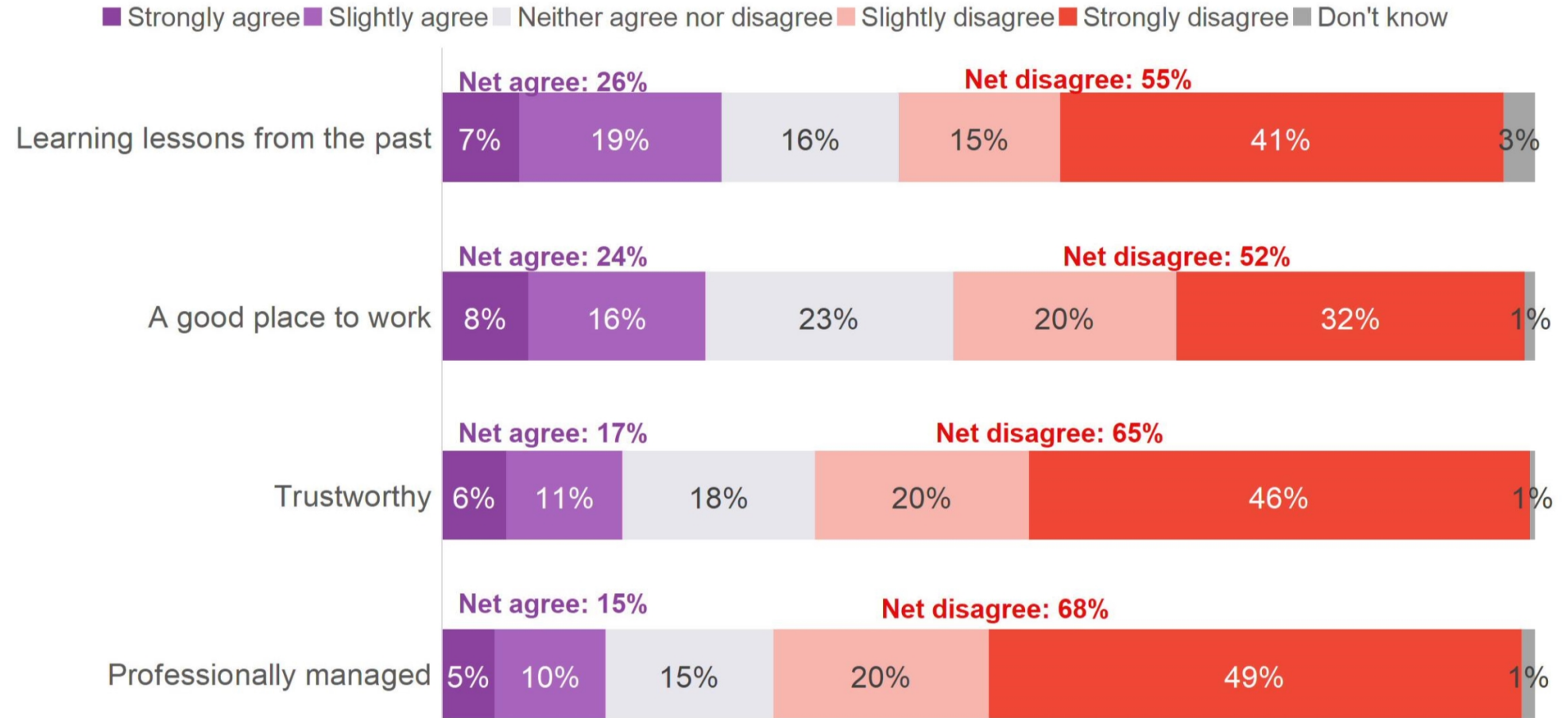
Figure 31



spm1_q38. To what extent do you feel valued or undervalued by the Post Office Limited? Please tick one.
Base: All (n=952)

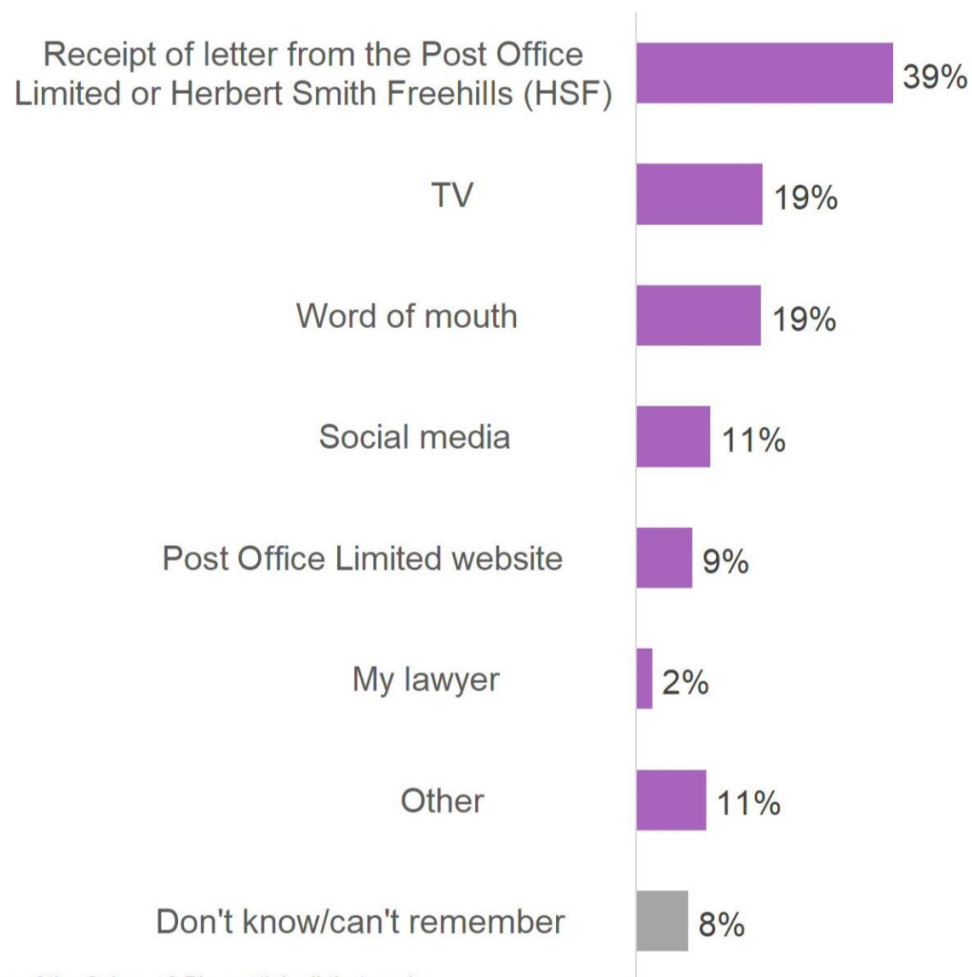
YouGov

Figure 32



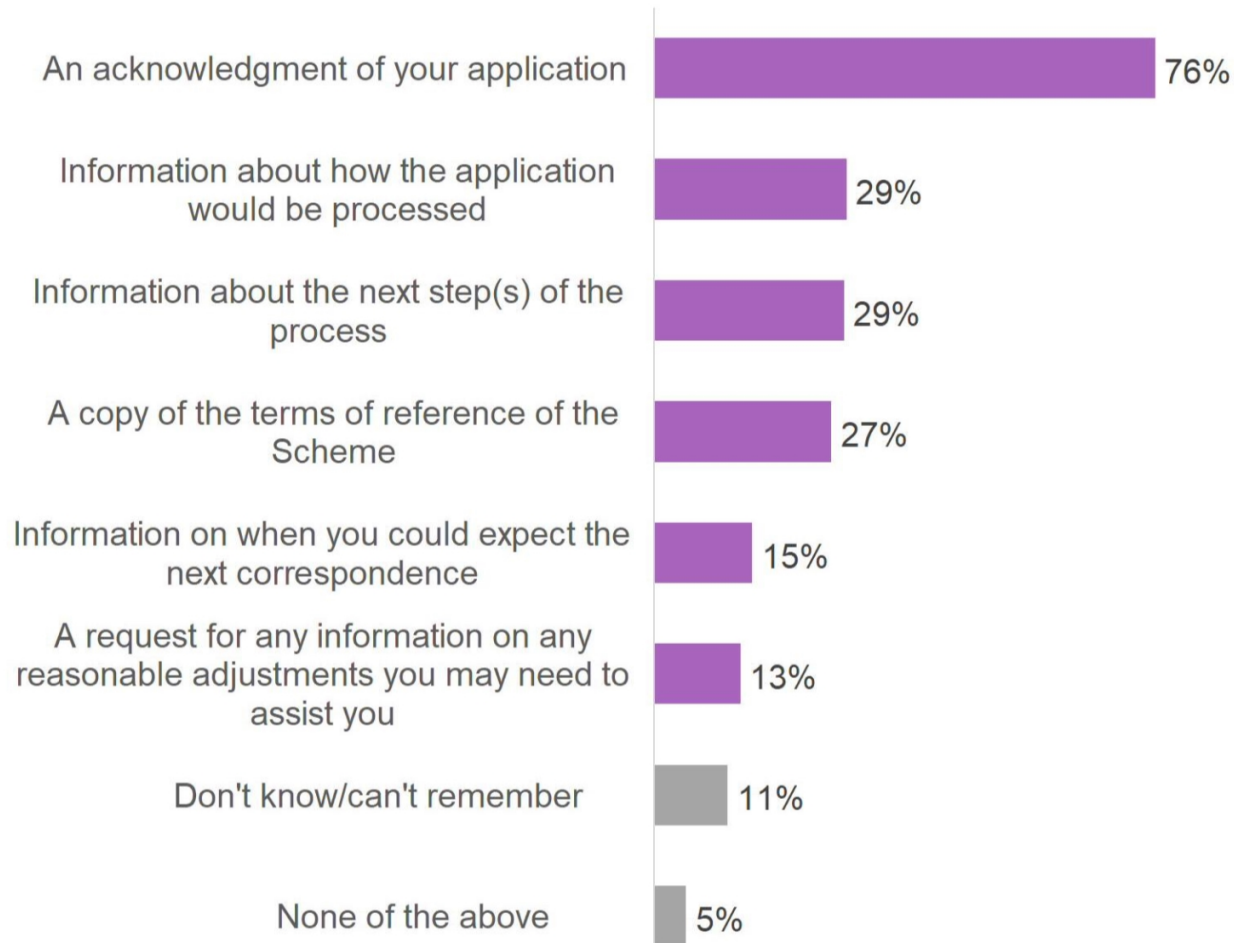
spm1_q39. To what extent, if at all, do you agree or disagree that the Post Office Limited is an organisation that is...? Please tick one for each option.
Base: All (n=950)

Figure 33



spm2_q1. How did you become aware of the Scheme? Please tick all that apply.
Base: All (n=1,483)

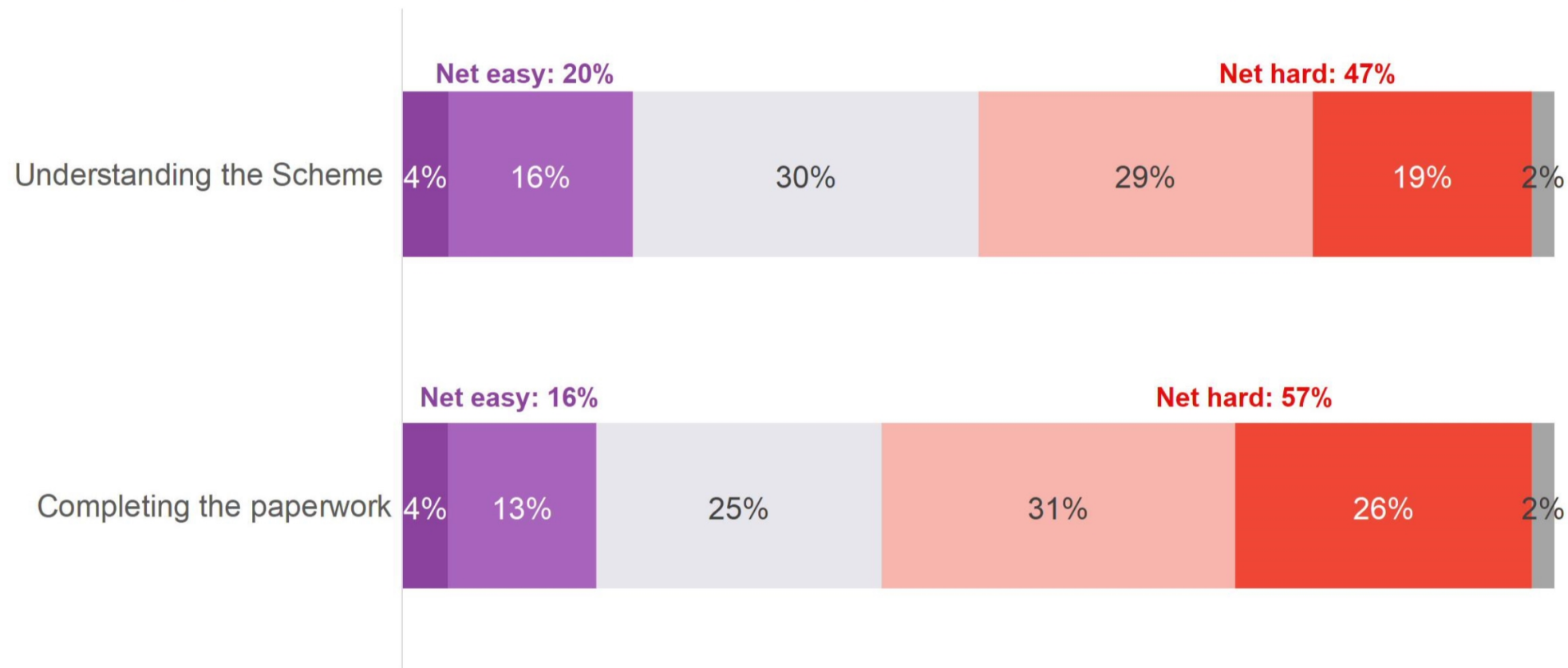
Figure 34



spm2_q5. Which, if any, of the following do you remember receiving after making the application? Please tick all that apply.
Base: All (n=1,483)

Figure 35

■ Very easy
 ■ Quite easy
 ■ Neither easy nor hard
 ■ Quite hard
 ■ Very hard
 ■ Don't know/can't remember



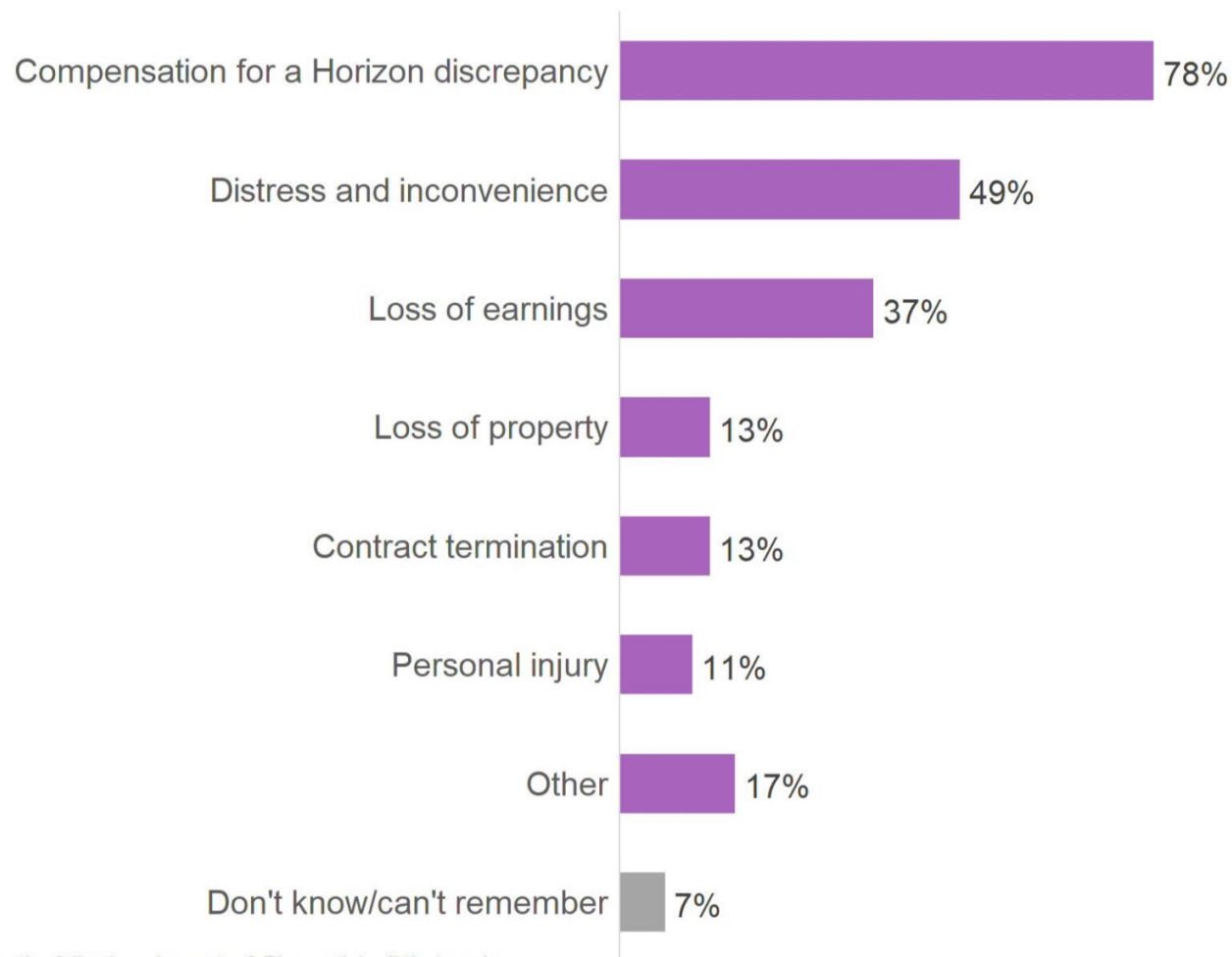
spm2_q6. How easy or hard would you rate the following aspects of the application process? Please tick one for each option.
Base: All (n=1,483)

Figure 36

	Less than £20,000	£20,000 - £60,000	£60,001 - £100,000	£100,001 - £200,000	£200,001 or more	Don't know/can't remember	Prefer not to say	Net: £100,000 or less	Net: More than £100,000
Less than £20,000	73%	22%	16%	12%	13%	24%	9%	55%	13%
£20,000 - £60,000	3%	37%	26%	25%	16%	12%	3%	13%	19%
£60,001 - £100,000	1%	4%	12%	21%	11%	4%	2%	3%	14%
£100,001 - £200,000	0%	3%	3%	9%	16%	2%	3%	1%	14%
£200,001 or more	0%	1%	1%	1%	17%	6%	3%	0%	13%
Don't know/can't remember	19%	29%	37%	27%	20%	51%	16%	23%	22%
Prefer not to say	4%	4%	4%	4%	7%	1%	64%	4%	6%
Net: £100,000 or less	77%	63%	54%	58%	41%	39%	14%	71%	46%
Net: More than £100,000	0%	4%	4%	10%	33%	9%	6%	1%	26%

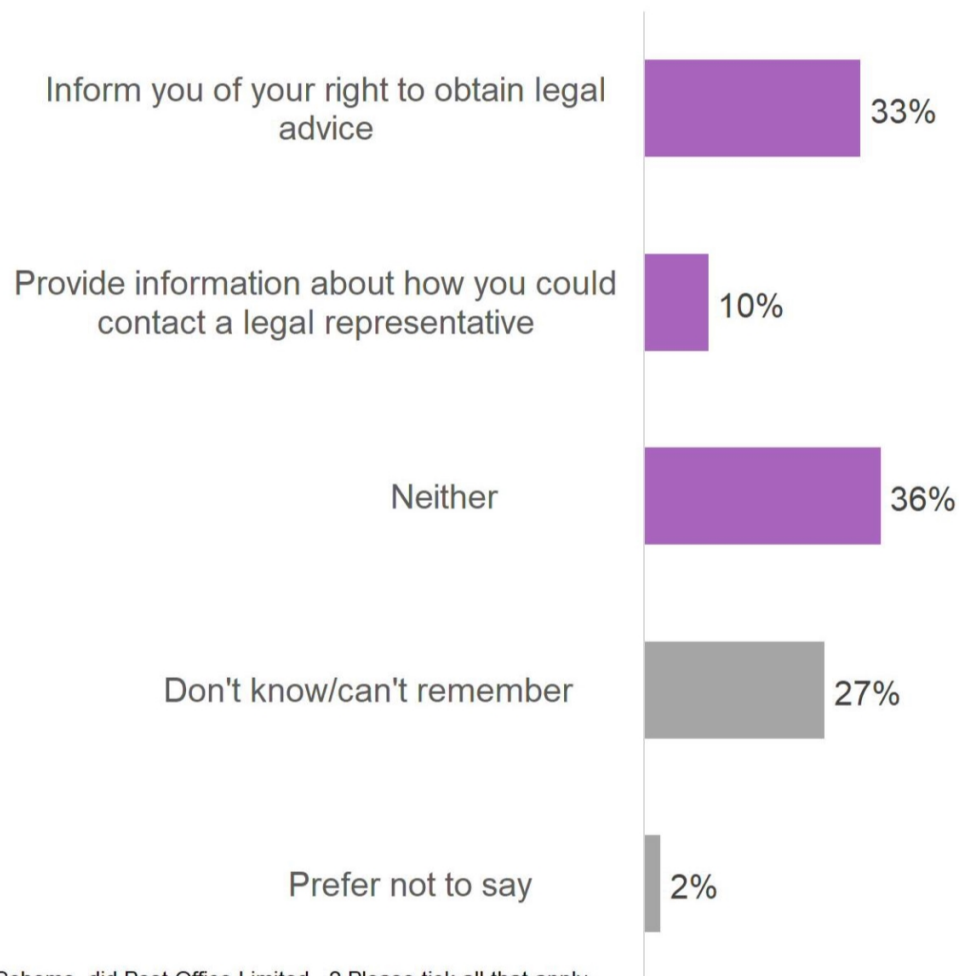
How applicants valued their own claim compared to how POL valued it
Base: All (n=1,477)

Figure 37



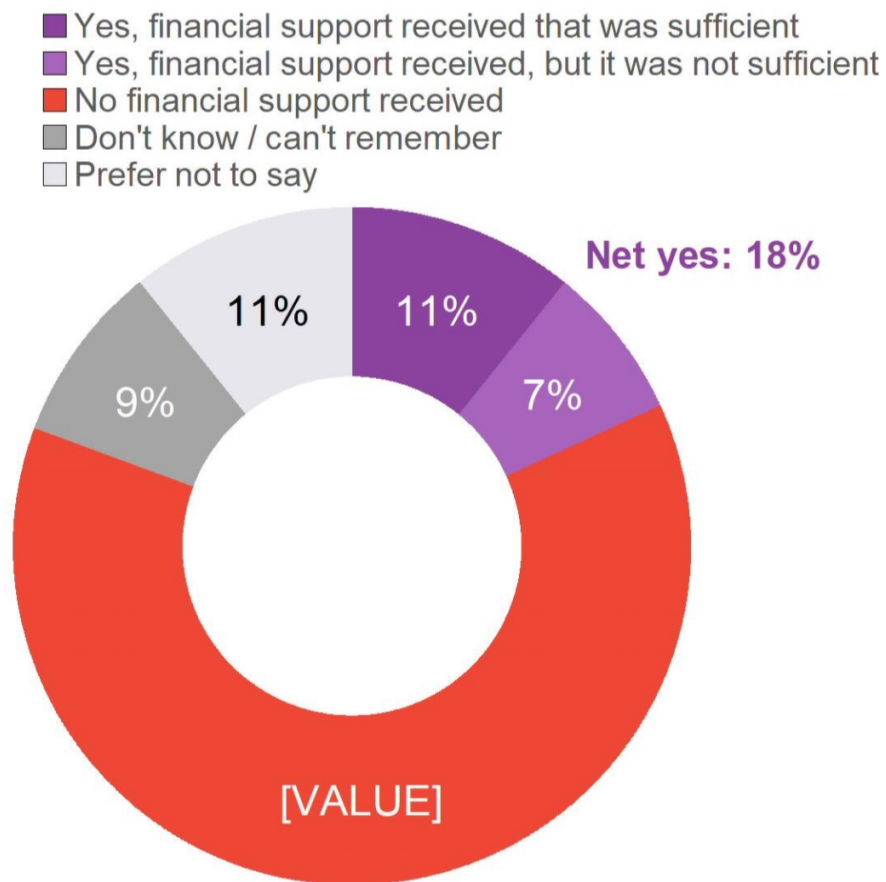
spm2_q10. Did your claim include the following elements..? Please tick all that apply.
Base: All (n=1,471)

Figure 38



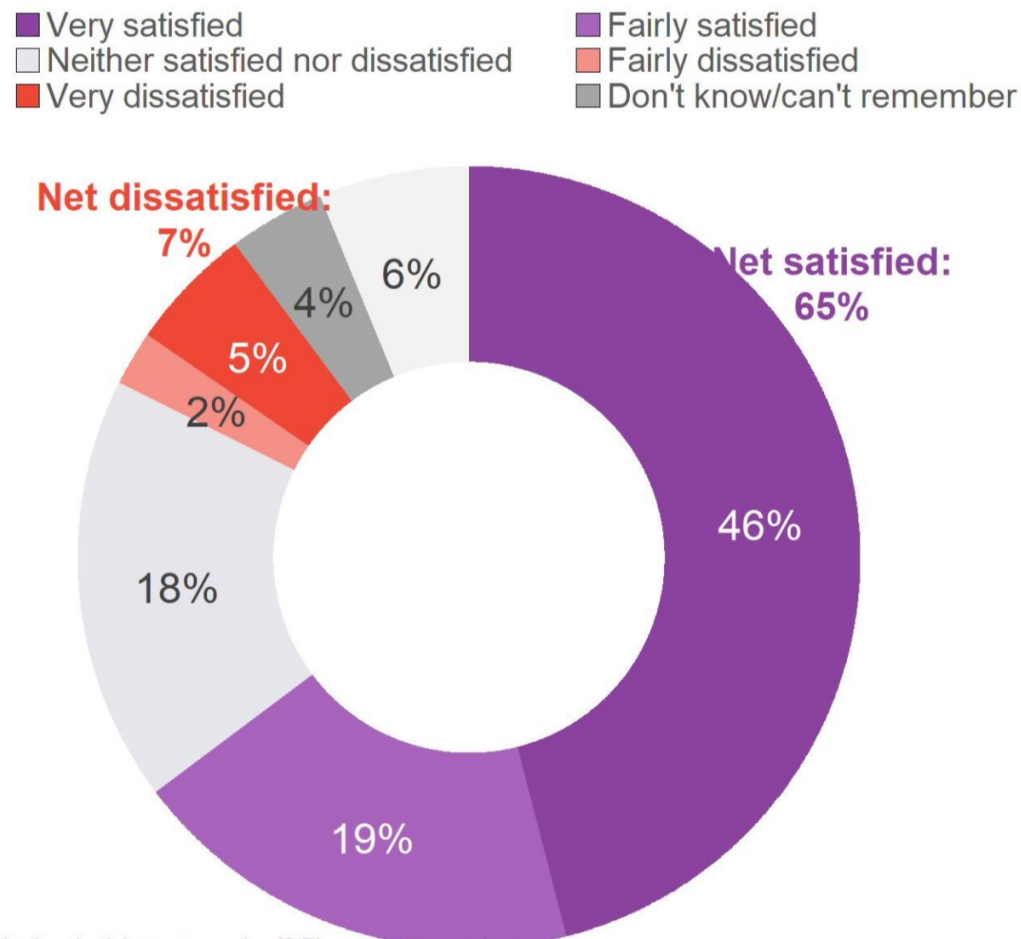
spm2_q11. At any point during the Scheme, did Post Office Limited...? Please tick all that apply
Base: All (n=1,468)

Figure 39



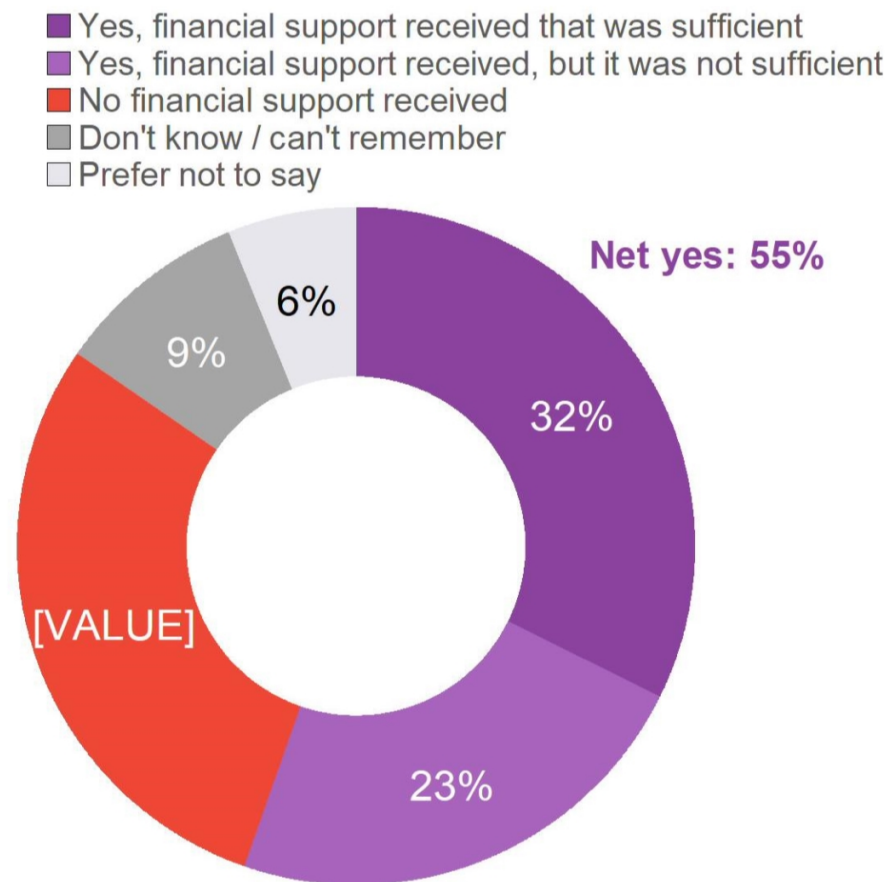
spm_q13b. Did you receive financial support for the legal advice and was it sufficient for your needs? Please tick one only.
Base: All who obtained legal advice during the application process (n=176)

Figure 40



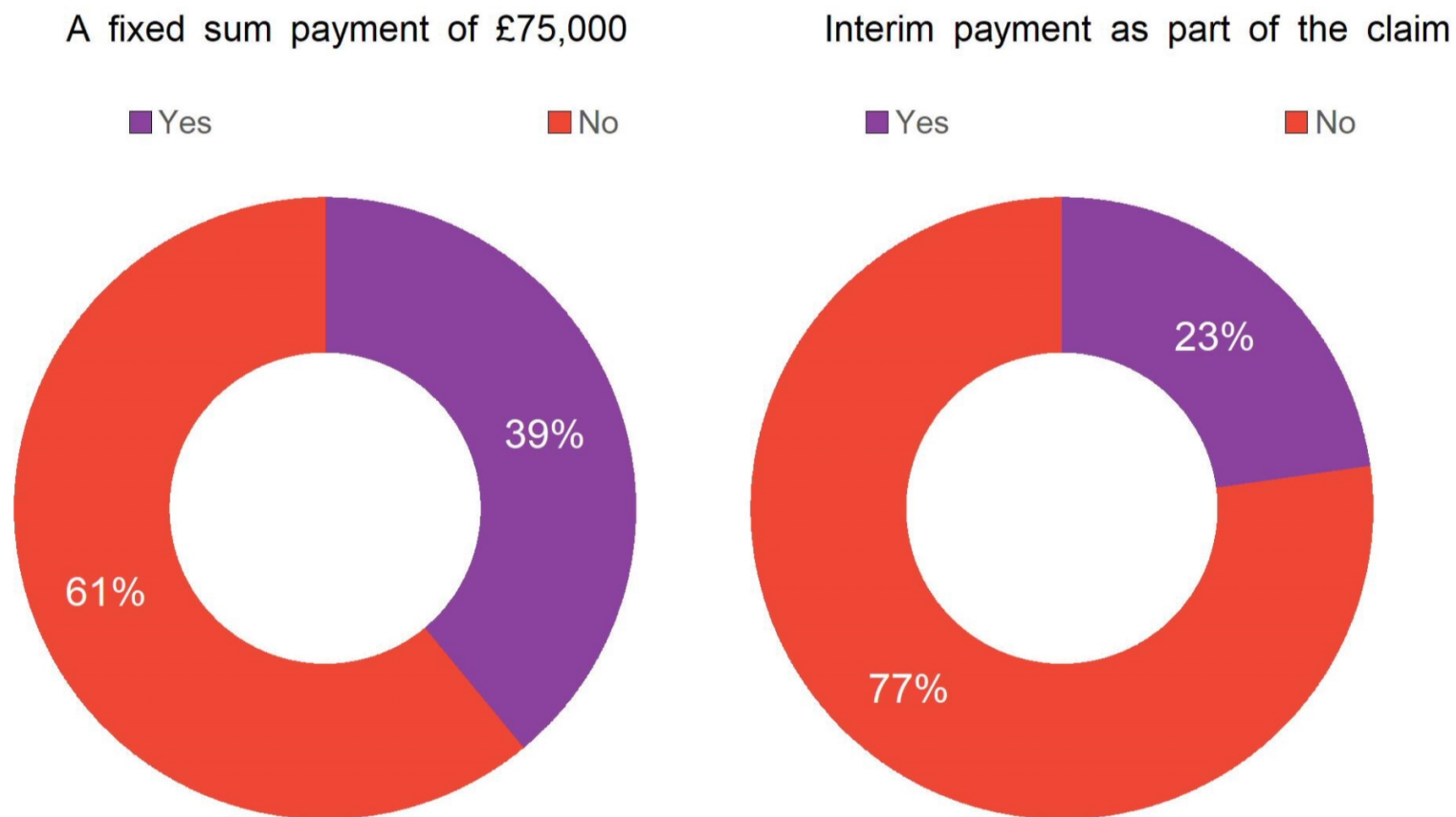
spm2_q15. How satisfied or dissatisfied are you with the legal advice you received? Please tick one only.
Base: All who obtained legal advice during the application process (n=176)

Figure 41



spm2_q23c. Did you receive financial support for the legal advice and was it sufficient for your needs? Please tick one only.
Base: All who obtained legal advice after receiving the offer (n=65)

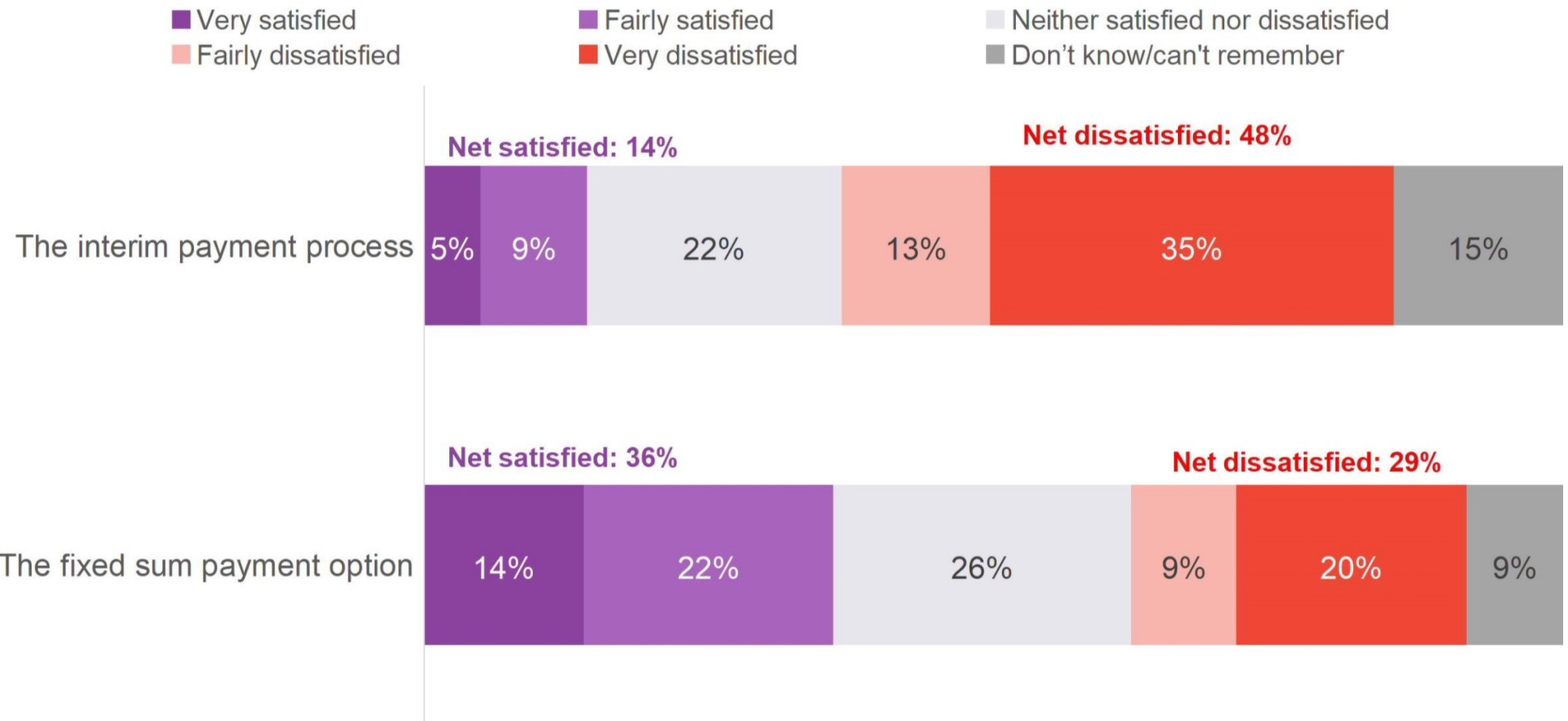
Figure 42



spm2_q16b. Do you intend on making an application for the following? Please tick one for each option.

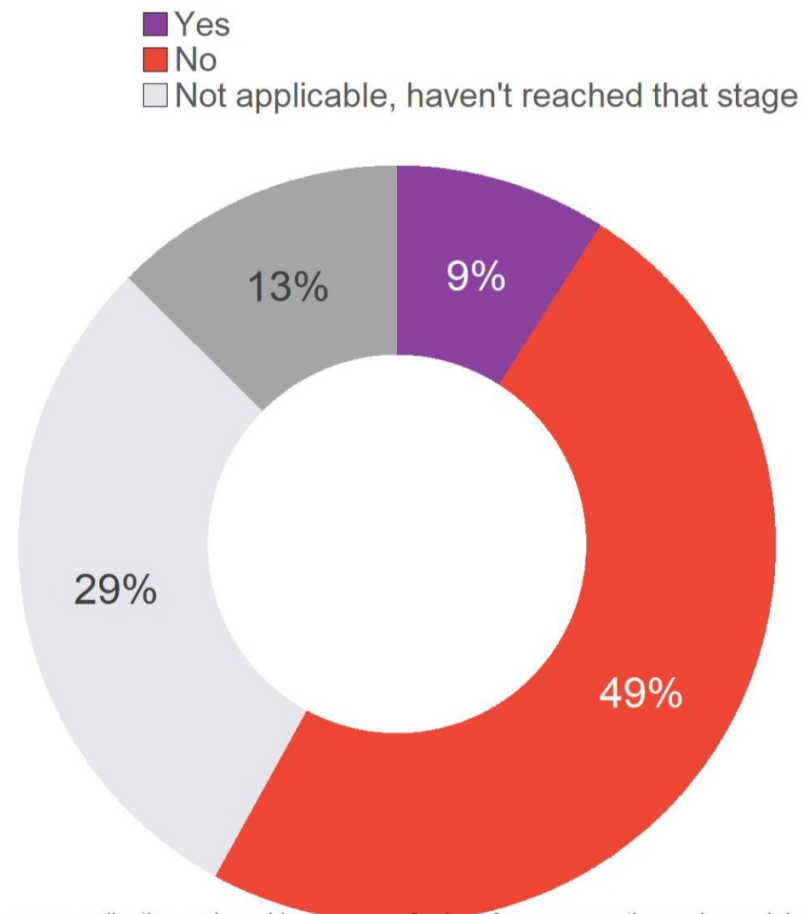
Fixed sum payment – Base: All (n=1,454). Interim payment – Base: those who have not made an application for an interim payment (n=1,254)

Figure 43



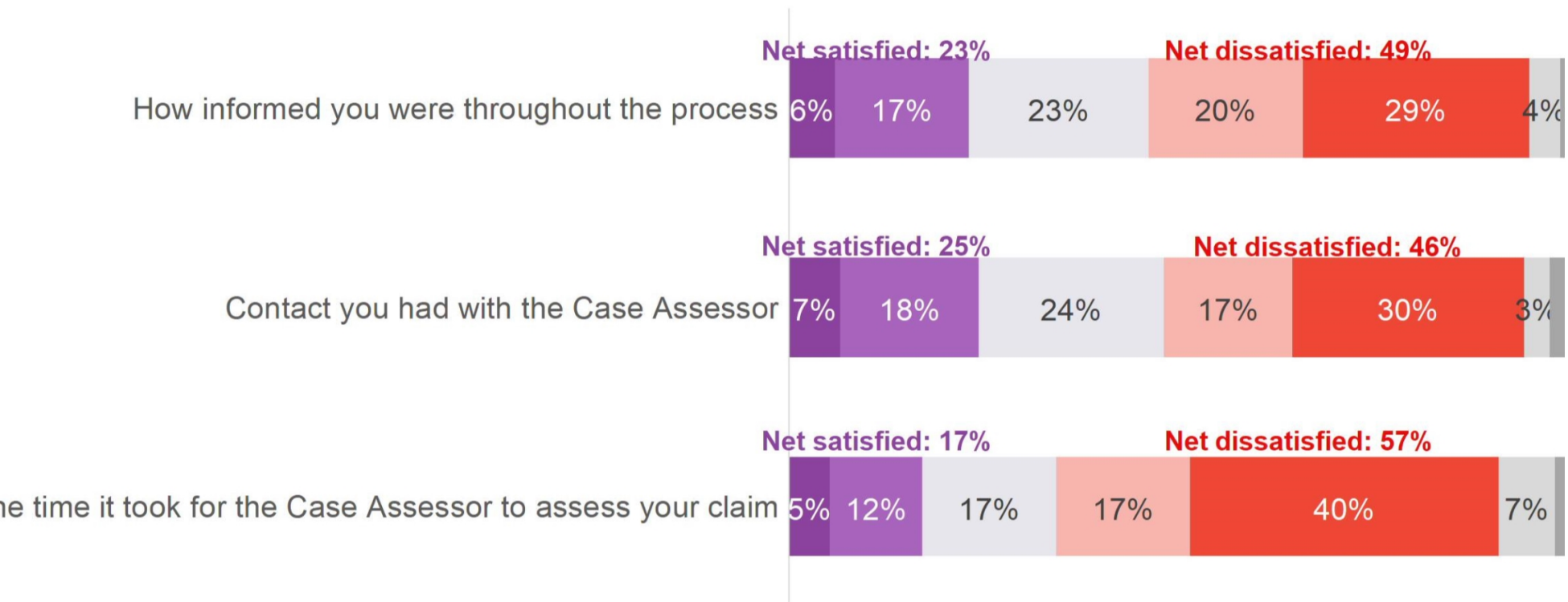
spm2_q18. How satisfied or dissatisfied are you with...? Please tick one for each option.
Base: All those who intend on making an application for a fixed sum payment, or intend to or have already done so for the interim payment (n=483 - 575)

Figure 44



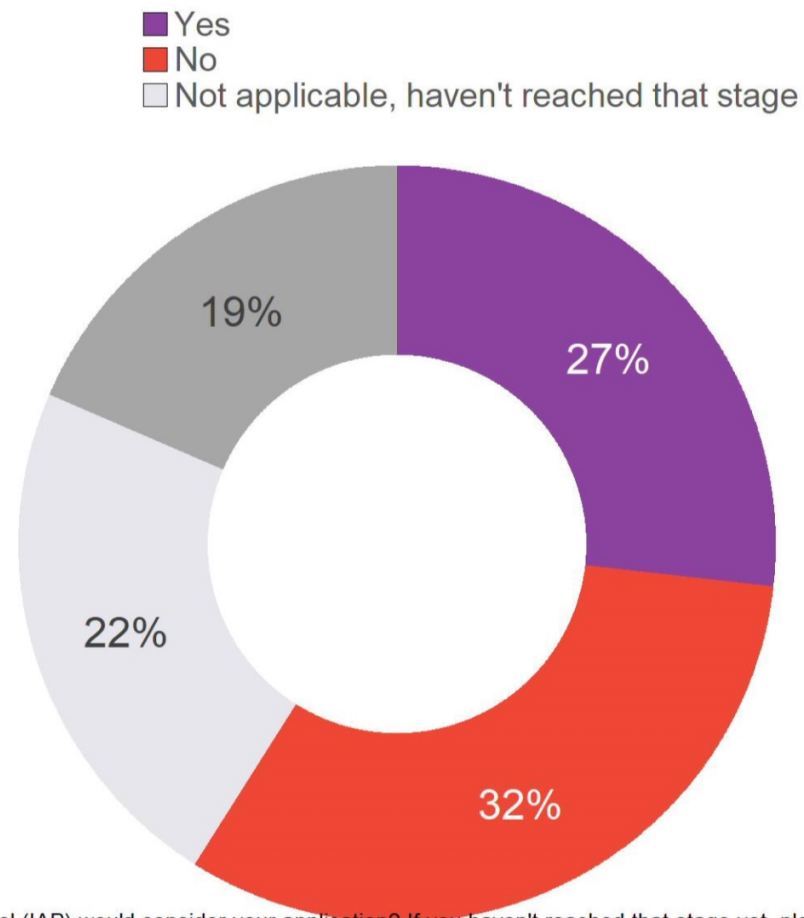
spm2_q19b. Were you aware that a Case Assessor assesses your application and provides a range of values for compensation under each head of loss of your claim? If you haven't reached that stage yet, please tick that option.
Base: All (n=1,450)

■ Very satisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied
 ■ Fairly dissatisfied ■ Very dissatisfied ■ Not applicable
 ■ Don't know/can't remember



spm2_q20. How satisfied or dissatisfied are you with...? Please tick one for each option.
Base: Those contacted by a Case Assessor (n=151)

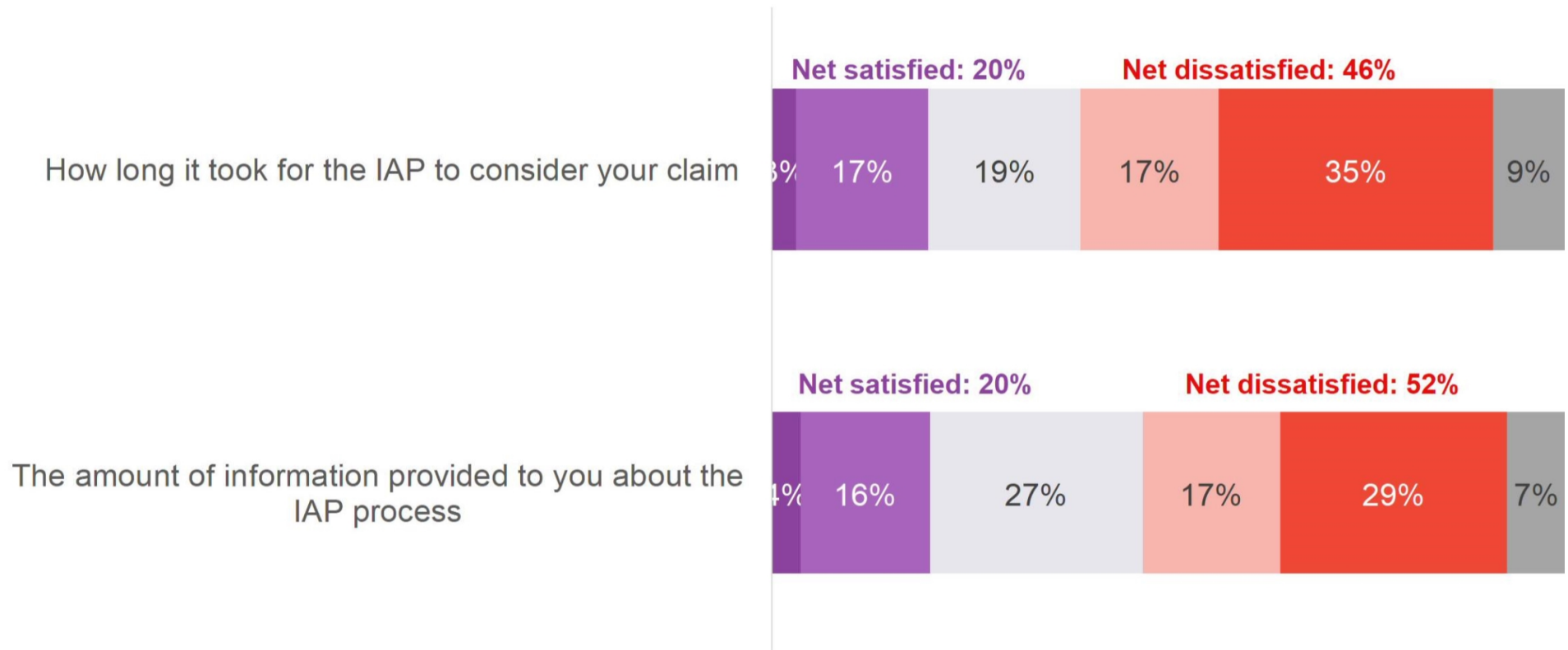
Figure 46



spm2_q21. Were you told that an Independent Advisory Panel (IAP) would consider your application? If you haven't reached that stage yet, please tick that option.
Base: All (n=1,443)

Figure 47

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied
Fairly dissatisfied Very dissatisfied Don't know/can't remember



spm2_q22b. How satisfied or dissatisfied are you with the following aspects of the Independent Advisory Panel (IAP) process?
Base: Those told that the IAP was involved (n=385)

YouGov

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know

The time it took to reach an outcome



The offer amount

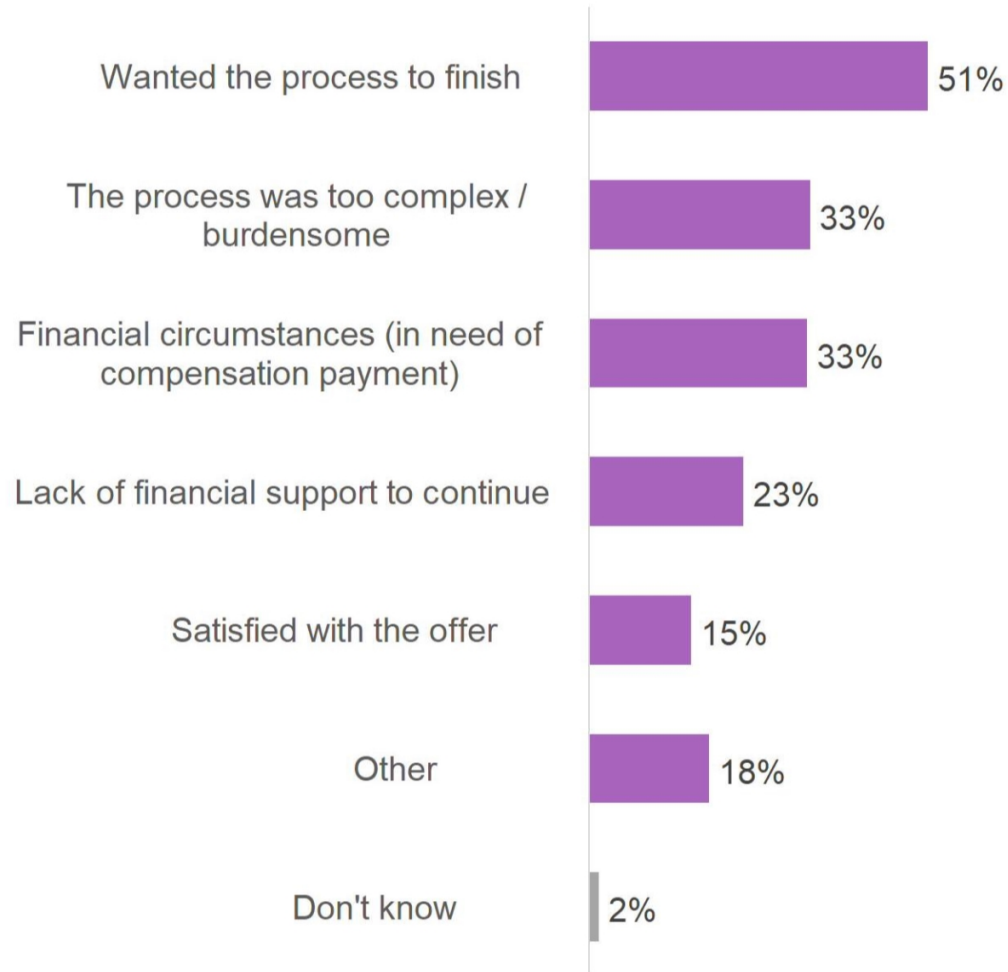


The amount of information provided to you about how the outcome was determined



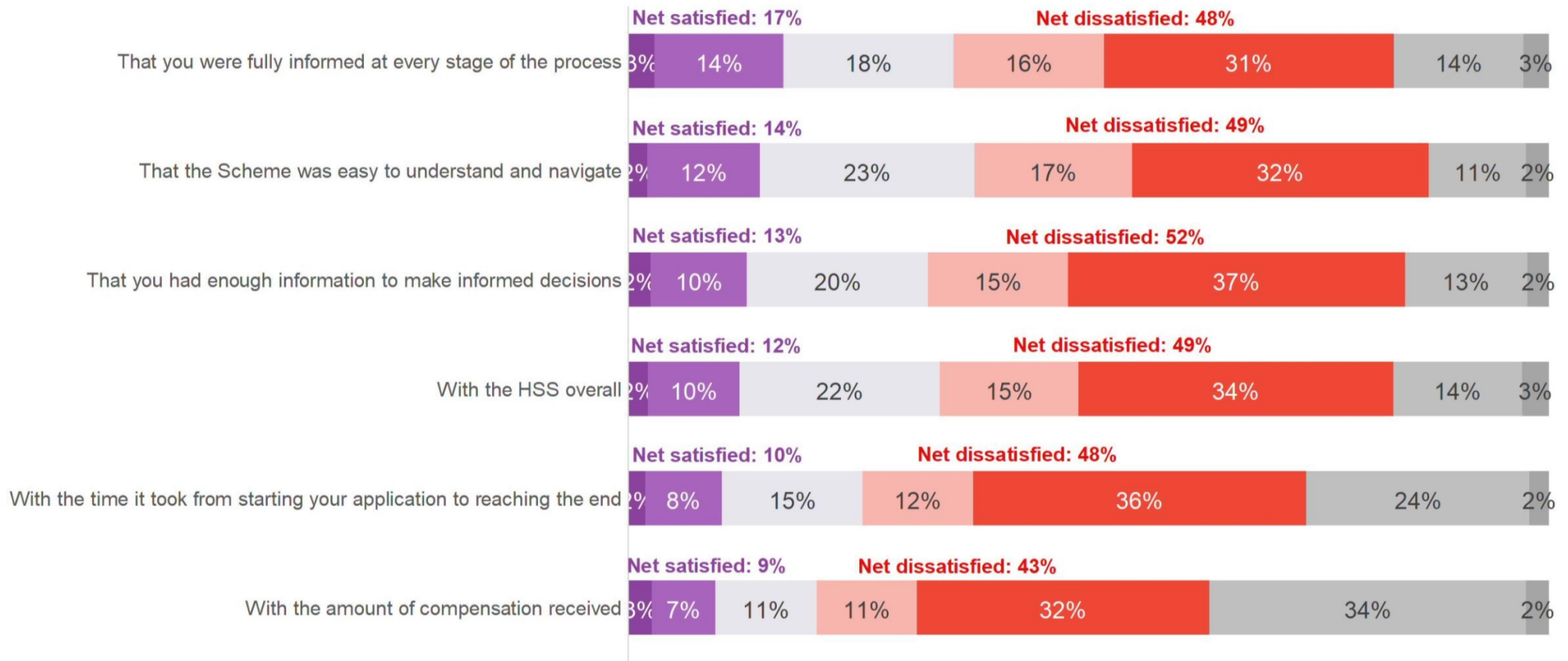
spm2_q23. How satisfied or dissatisfied are you with...? Please tick one for each option.
Base: All with an application outcome (n=730)

Figure 49



spm2_q25b. Which of the following, if any, are reasons you accepted the offer in part/full? Please tick all that apply.
Base: All who accepted the offer in part/full (n=666)

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable Don't know



spm2_q29. Overall, how satisfied or dissatisfied are you...? If any of the below don't apply, for example, because your application has not concluded, please tick 'not applicable'.
Base: All (n=1,430)