
From: Rod Ismay [GRO]
Sent: Tue 09/07/2013 9:37:54 AM (UTC)
To: POL_FSC_Team_Members [POL_P&BA_Team_Members: GRO]
Bcc: Peter Goodman [GRO] Rod Ismay [GRO]
Subject: FSC Comms Cells this morning - re: focusonline special: Horizon Report

Dear all – I am going to do 4 quick comms cells this morning following on from the internal communications and external media news which you may have seen this morning and last night.

I will do them at the end of each of our main workrooms.

Second Floor – my corner – 10.45am

Second Floor – rest room end – 11.00

First Floor – Alison's corner – 11.15

First Floor – rest room end – 11.30

Please do read the press release in the link below.

If you receive any calls from subpostmasters asking about this please refer them to this press release which is publicly available in the News Section on the Post Office website.

If any subpostmasters raise a concern about their use of Horizon please advise them to follow the usual process which is to call the Helpline and to choose the option for Horizon Helpdesk.

If anyone who is not a subpostmaster rings then again please refer them to the News Section on the Post Office website.

For further clarity, the media headlines refer to a bug.

- For background. The headlines are misleading and we have challenged the BBC on this. These anomalies (not bugs) were NOT part of the 47 cases accepted by Second Sight, or part of the 4 which they were investigating as part of the interim review.
- We voluntarily provided information on two anomalies involving a receipts/ payments mismatch and historic accounting entries. Both of these were found by the Post Office and voluntarily communicated to the independent review company
- Modifications have already been made to rectify these issues and all subpostmasters involved have been informed of this. None of the subpostmasters involved have been prosecuted
- The anomalies affected fewer than 100 branches, were all addresses and were in the context of the overall network processing 6 million transactions a day
- We welcome the conclusion of this interim report that there are no systemic issues with the Horizon system. This will give confidence to the 60,000 people who use Horizon regularly. This is a system which deals with six million transactions every day.

A memoview reflecting this is being sent to branches today.

Thanks, Rod

From: Communications Team
Sent: 09 July 2013 08:58
To: Communications Team
Subject: focusonline special: Horizon Report

The logo consists of a dark grey circle containing the words "POST" and "OFFICE" in white, stacked vertically. This circle is positioned at the end of a thick, dark grey curved line that sweeps from the left side of the header area towards the right.

focusonline special

9 July 2013

To address the concerns about the Horizon system that have been raised by some subpostmasters over recent years, the Post Office commissioned an independent review of their cases. The company that conducted the review issued an interim report yesterday and you may have noticed this has attracted some interest from the media.

The review makes clear that the Horizon computer system and its supporting processes function effectively across our network. It does however raise questions about the training and support we have offered some subpostmasters and we are determined to address these issues.

The statement we have issued following the publication of the report is available [here](#).