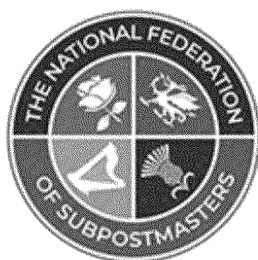

From: Calum Greenhow [GRO]
Sent: Fri 18/10/2024 9:27:21 AM (UTC)
To: Catriona Watt [GRO]
Subject: Fw: Horizon data integrity and end-to-end discrepancy management process - external assessment

Catriona,

Conversation with Chrysanthy, below

Calum



Calum Greenhow

Chief Executive Officer

The National Federation of SubPostmasters

Evelyn House, 22 Windlesham Gardens
Shoreham-by-Sea, West Sussex BN43 5AZ

W: [GRO] - M: [GRO]

E: [GRO]

W: www.nfsp.org.uk





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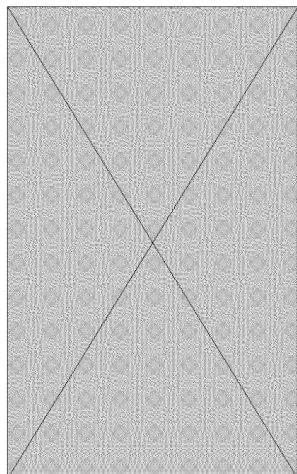
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From: Calum Greenhow
Sent: Thursday, October 17, 2024 10:00 AM
To: Chrysanthy Pispinis <[REDACTED]> **GRO**
Subject: Re: Horizon data integrity and end-to-end discrepancy management process - external assessment

Chrysanthy,
Accenture, naturally pops into mind but let me have a broader think.
The review needs to cover the software, hardware and telecommunications along with processes within Fujitsu and PO so that we have a full picture of what is termed "Horizon".

Yours,

Calum



Calum Greenhow

Chief Executive Officer

The National Federation of SubPostmasters

Evelyn House, 22 Windlesham Gardens
Shoreham-by-Sea, West Sussex BN43 5AZ

T. **GRO**

M:

E: GRO

W: www.nfsp.org.uk



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On 16 Oct 2024, at 13:03, Chrysanthy Pispinis <GRO> wrote:

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Hi Calum,
We haven't appointed someone yet – working through route to market / procurement options. If you have someone in mind, let me know.
Best,
CP

From: Calum Greenhow GRO
Sent: Wednesday, October 16, 2024 10:02 AM
To: Chrysanthy Pispinis GRO
Subject: Re: Horizon data integrity and end-to-end discrepancy management process - external assessment

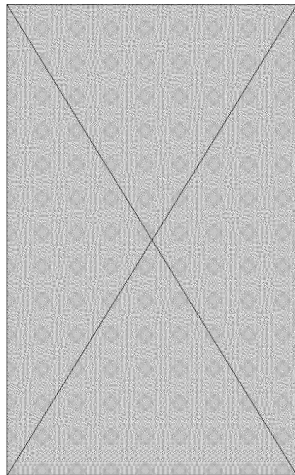
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Chrysanthy,

Can I ask who will be carrying out the audit of Horizon?

Yours,

Calum



Calum Greenhow

Chief Executive Officer

The National Federation of SubPostmasters

Evelyn House, 22 Windlesham Gardens
Shoreham-by-Sea, West Sussex BN43 5AZ

T: GRO

M: GRO

E: GRO

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On 15 Oct 2024, at 18:55, Chrysanthy Pispinis GRO wrote:

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Hi Calum,

As signalled previously by Neil, and again by Andy earlier today, we're keen to progress this piece of work.

We would like to involve Postmasters, not just in the scoping exercise, but also in the

assessment itself (thank you for corralling your Advocacy team). To that effect, we've pulled together the attached draft Terms of Reference (there is a much more technically detailed document behind this, JFYI).

I would value your perspectives on our draft please, in particular around focusing this work on the areas that matter most to Postmasters (we also want to get the balance right between scope and timescales/ urgency).

Happy to chat through if easier – just let me know and I'll get us some time.

Best wishes,
Chrysanthy

Chrysanthy Pispinis
Chief of Staff

3rd Floor
100 Wood Street
London, EC2V 7ER

GRO

<image001.png>

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<Data integrity and discrepancy management Audit - DRAFT ToR v5.1 for Postmaster Input.docx>

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