

---

**From:** McInnes Tim (ShEx)  
**Sent:** 25 August 2015 12:15  
**To:** Neville-Rolfe MPST; SpAd Javid MPST  
**Subject:** RE: Post Office - Horizon

I am trying to get hold of Rob and understand he will be back at his desk shortly, when I will speak to him.

Thanks,

Tim

---

**From:** Neville-Rolfe MPST  
**Sent:** 25 August 2015 12:15  
**To:** McInnes Tim (ShEx); SpAd Javid MPST  
**Subject:** RE: Post Office - Horizon

Hi Both,

Is there an agreed approach I can share with the Minister? She is only here until 1pm.

Kind regards



**Department  
for Business  
Innovation & Skills**

**Andrew Smith**

Private Secretary to Baroness Neville-Rolfe, Parliamentary Under Secretary of State and Minister for Intellectual Property

+ [redacted] **GRO**

[redacted] **GRO**

Department for Business, Innovation and Skills, 1 Victoria Street, SW1H 0ET  
[www.gov.uk/bis](http://www.gov.uk/bis) | [@bisgovuk](https://twitter.com/bisgovuk) | [blogs.bis.gov.uk](http://blogs.bis.gov.uk)

BIS | Connecting people to opportunity and prosperity

Please note: in line with Cabinet Office guidance MPST does not keep records of Ministerial business. Responsibility for storing records sits with the relevant departmental team. Please ensure you are familiar with what records you need to be keeping and are storing them appropriately.

---

**From:** McInnes Tim (ShEx)  
**Sent:** 25 August 2015 10:43  
**To:** Neville-Rolfe MPST  
**Cc:** Thompson Laura (Shareholder Executive); Callard Richard (ShEx)  
**Subject:** RE: Post Office - Horizon

Andrew,

Further to your email and our conversation from yesterday please see below a little background on the points raised by Andrew Bridgen and a proposed response to his email. I have discussed the proposed response with Richard.

Post Office have also confirmed that the subpostmaster in Oliver Letwin's constituency is Tracey Merritt, who was mediated in November 2014. No prosecution was mounted against her, and while settlement options were discussed in the mediation process no agreement was ultimately reached. As I am sure you understand, Post Office

are unable to share the details of this mediation process. In addition Post Office have assured us that they did everything in their power to try and reach a reasonable outcome, and that this has been confirmed by a confidential email from the mediator involved.

If any of this is unclear, or you have any questions please give me a call.

Many thanks,

Tim

=====  
**BACKGROUND INFORMATION**  
=====

1.) Fujitsu Remote Access

- Horizon does not have functionality that allows Post Office or Fujitsu to edit or delete the transactions recorded by branches. There has been no evidence in any case reviewed as part of the Scheme that shows that these controls have failed or that the above statement is incorrect.
- It has however always been possible for Post Office to correct errors in and/or update a branch's accounts. This is most commonly done by way of a transaction correction however it could also be by way of a balancing transaction or transaction acknowledgement. A Post Office employee could also, in special circumstances, log on to a branch terminal locally (i.e. by being physically in a branch) using a new User ID and password and then conduct transactions (though these would register against that unique User ID).
- All of the above processes for correcting / updating a branch's accounts have similar features. All of them involve inputting a new transaction into the branch's records (not editing or removing any previous transactions) and all are shown transparently in the branch transaction records available to Subpostmasters (as well as in the master ARQ data).

2.) Second Sight Allegations

- Second Sight has written to Ministers to complain its report has been misrepresented and now appear to be asserting that systemic flaws in Horizon do exist. Second Sight's reports have not identified any link between Horizon and the losses to the postmasters in the cases they reviewed, nor has it identified any transaction caused by a technical fault in Horizon which has resulted in a postmaster wrongly being held responsible for a loss. There is no evidence that the Horizon system does not work as it should.
- There is, in fact, overwhelming evidence that the losses complained of were caused by user actions, including in some cases, deliberate dishonest conduct.

=====  
**PROPOSED RESPONSE**  
=====

Dear Andrew,

Thank you for your recent email.

As you are aware I am meeting with James Arbuthnot in September regarding Post Office and I expect that discussion to touch on a range of points, including the allegations raised in the recent BBC Panorama broadcast.

You will also be aware that I have asked Tim Parker, Post Office Limited's new Chair, to take a close look at Horizon when he takes up his role in October. Tim has a strong background working in a range of complex organisations, as a senior executive and as a Board member, and I am confident that his fresh pair of eyes will provide some further reassurance to you.

In light of the above and, in addition, given both Post Office's ongoing commitment to the mediation scheme and the applications by subpostmasters that have been made to the Criminal Case Review Commission, I do not believe that it would be appropriate for Government to take any further action at this time. This includes launching an independent investigation into Horizon.

I look forward to discussing the matter with James Arbuthnot next month.

Kind regards,

[•]

---

**From:** Neville-Rolfe MPST  
**Sent:** 24 August 2015 13:49  
**To:** McInnes Tim (ShEx)  
**Subject:** FW: Post Office - Horizon

Tim,

Apologies copying you in as per Richard's out of office.

Kind regards

Andrew Smith

---

**From:** Neville-Rolfe MPST  
**Sent:** 24 August 2015 12:54  
**To:** Callard Richard (ShEx)  
**Cc:** Thompson Laura (Shareholder Executive); Dollin Michael (Shareholder Executive); SpAd Javid MPST; Neville-Rolfe MPST  
**Subject:** FW: Post Office - Horizon

Richard,

Please can I have some urgent advice regarding this e-mail.

Kind regards



**Department  
for Business  
Innovation & Skills**

**Andrew Smith**

Private Secretary to Baroness Neville-Rolfe, Parliamentary Under Secretary  
of State and Minister for Intellectual Property

GRO

GRO

Department for Business, Innovation and Skills, 1 Victoria Street, SW1H 0ET  
[www.gov.uk/bis](http://www.gov.uk/bis) | [@bisgovuk](https://twitter.com/bisgovuk) | [blogs.bis.gov.uk](http://blogs.bis.gov.uk)  
BIS | Connecting people to opportunity and prosperity

Please note: in line with Cabinet Office guidance MPST does not keep records of Ministerial business. Responsibility for storing records sits with the relevant departmental team. Please ensure you are familiar with what records you need to be keeping and are storing them appropriately.

---

**From:** BRIDGEN, Andrew [mailto:[andrew.bridgen@bis.gov.uk](mailto:andrew.bridgen@bis.gov.uk)]  
**Sent:** 24 August 2015 12:50

GRO

**To:** Neville-Rolfe MPST  
**Cc:** JONES, Kevan; LETWIN, Oliver  
**Subject:** RE: Post Office - Horizon

Dear Lucy,

We write further to your letter dated 14th August 2015 regarding the Post Office Horizon software. In light of the subsequent BBC Panorama programme broadcast on the 17th August, all three of us representing those of our constituents who have been affected, now request a further meeting to discuss this matter.

There were several allegations in the broadcast which we feel need urgent attention -- the two principal issues being (1) the statement from the Fujitsu whistle blower that transactions could be remotely manipulated and (2) the statements by Second Sight which contradicted the version of the Second Sight report that the Post Office has presenting to Ministers, MPs and the media.

In light of these serious developments, we are convinced that the interests of our constituents require this matter to be independently investigated -- ideally by a private sector entrepreneur with experience of managing organisations of this scale. We would suggest someone with the standing of Sir Terry Leahy or Baron Rose of Monewden to undertake such a review.

We very much hope you will be willing to meet us to discuss this matter as soon as possible.

Kind Regards,

Andrew Bridgen MP

Kevan Jones MP

Oliver Letwin MP

UK Parliament Disclaimer: This e-mail is confidential to the intended recipient. If you have received it in error, please notify the sender and delete it from your system. Any unauthorised use, disclosure, or copying is not permitted. This e-mail has been checked for viruses, but no liability is accepted for any damage caused by any virus transmitted by this e-mail.

-----

This email was received from the INTERNET.

Communications via the GSi may be automatically logged, monitored and/or recorded for legal purposes.

-----