
From: Neville-Rolfe MPST[/O=BIS PRODUCTION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6F2B04F873D84BADB6A80D880A549FC3-ROLFEMPST]
Sent: Wed 19/08/2015 11:22:49 AM (UTC)
To: Callard Richard (ShEx); **GRO**
Subject: FW: Second Sight's Briefing Report - Part Two

Richard,

Here is the response sent to second sight.

Kind regards

Andrew Smith

GRO

From: Neville-Rolfe MPST
Sent: 14 August 2015 15:50
To: **GRO**
Subject: FW: Second Sight's Briefing Report - Part Two
Sensitivity: Private

Dear Mr Warmington

Thank you for your email of Tuesday 4 August regarding the Post Office and attaching correspondence you have sent to George Freeman MP and to the Prime Minister. I am replying as the Minister responsible for the Post Office. I have read with interest your "Part Two briefing report" as well as the response from Post Office Limited.

The Government is grateful for Second Sight's work in reviewing the Post Office's Horizon IT system. The results of your investigations will enable each of the individuals who have raised concerns with Post Office Limited to understand better what has happened in their individual case, and if appropriate to seek resolution through mediation or other means.

As you say, your work has considered not only the IT system but also wider issues, and where your investigations have highlighted areas of concern, Post Office have committed to addressing them and making improvements, particularly around the training and support they provide to subpostmasters. Where problems have been identified in individual circumstances, those are best resolved directly between the two parties involved, both of whom will be able to benefit from your investigations on each individual case.

Thank you again for raising this with me.

Kind regards

Baroness Neville-Rolfe

From: Ron Warmington **GRO**
Sent: Tuesday, August 04, 2015 3:01 PM
To: 'nevillerolfel'; **GRO**
Cc: 'george.freeman.mp'; **GRO**; 'irh'; **GRO**
Subject: RE: Second Sight's Briefing Report - Part Two
Sensitivity: Private

Dear Baroness,

Further to the article written by Tim Ross in this weekend's Sunday Telegraph (see: <http://www.telegraph.co.uk/news/uknews/royal-mail/11778288/Post-Office-under-fire-over-IT-system.html>), I have as yet received no acknowledgement from Westminster in regard to my July 22nd and 28th emails to Mr Freeman and to the Prime Minister.

The possibility seems to exist that Mr Freeman was inaccurately briefed on the results of our firm's investigation. As stated below, we have concluded that there were, and probably still are, systemic flaws within Horizon.

With regards,

Ron Warmington

From: Ron Warmington [GRO]
Sent: Tuesday, July 28, 2015 12:15 PM
To: 'David Cameron'
Subject: FW: Second Sight's Briefing Report - Part Two
Sensitivity: Private

Please pass this email directly to Mr Cameron. Thank you.

Dear Mr Cameron,

As yet I have received no response to my below-copied email to Mr Freeman. In it, I am challenging the words he used in the House in summarising my firm's Reports on the Post Office and its Horizon operating platform. In that you also incorrectly used similar words in the House, I respectfully look to you to ensure that more care is taken on this matter so that broad reassurances are not again mistakenly given.

With kindest regards,

Ron Warmington

From: Ron Warmington [GRO]
Sent: Wednesday, July 22, 2015 9:27 AM
To: 'george.freeman.mp' [GRO]
Subject: Second Sight's Briefing Report - Part Two

Sensitivity: Private

Dear Mr Freeman:

I am puzzled, and not a little distressed, by your summarisation, in your recent email to Mr Ian Warren, and more importantly in Parliament, of my firm's Interim and Part Two Reports (there were, in fact, three Reports). You have summarised our Reports with the following words: "*Second Sight have produced two independent reports, in 2013 and 2015, both of which demonstrate that there is no evidence of systemic flaws within the Horizon system which could cause the issues reported*". That is NOT a correct statement. I respectfully draw your attention to paragraphs 21.27 and 26.8 of our Report, and to the following additional paragraphs:

9.3; 9.6; 9.12; 10.10; 11.8; 13.8; 21.3; 21.4; 21.8; 21.30; 21.31; and 22.10.

You may have noted, from reading our Reports, and also from Post Office's Rebuttal Documents, that Post Office has continually focussed attention on *the system itself* (i.e. 'Horizon', and its successor system, 'Horizon Online'), and even more narrowly on the *software*, rather than on the *entirety of the operational platform used by its Subpostmasters*. It follows that even if there had never been any systemic flaws in either version of the system (that being a contention with which we do not agree), that would not mean that the operational platform as a whole was always fit for purpose for all of the tens of thousands of users. As we have stated in our Report, it was not.

I have attached here a copy of our Briefing Report - Part Two. In that copies of this Report are already in the public domain, releasing a further copy to you does not constitute a breach of our Confidentiality Agreement.

I am available at any time, subject to the constraints imposed (by our Confidentiality Agreements with Post Office) on my firm, myself and on my colleagues individually, should you call for any clarification.

With best regards,

Ron Warmington CFE, FCA

Managing Director

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