

## KEY FACTS

500,000 people have used Horizon since its introduction in 2000

Horizon is currently used by 78,000 people to process six million transactions a day.

This includes providing essential services on behalf of Government. Every week on average:

Service	Transactions per week	Value per week
POCA for DWP	2.1 million withdrawals	£120 million
UK Visas and Immigration	7,000	£112,000
Passport Office	51,000	£500,000
DVLA vehicle licensing	356,000	£214,000
DVLA driving licence renewals	14,000	£64,000

We have made improvements to training and support, with postmasters directly involved in designing these.

- more visits and calls to new postmasters;
- earlier help for any balancing problems;
- new online training planned for everyone – flexible and available anytime and in addition to onsite training.

We are successfully mediating some cases.

- In some cases postmasters admit failings in their management of their branch
- And in some cases we admit we could have done better.
- We are agreeing compensation where this is fair.

Mediation is voluntary and it is about compromise. It cannot replace the Courts. We consider each case on its facts but cannot mediate in some cases.

51 cases have been recommended for mediation.

There have been [45] criminal cases and [36] convictions. There have been no Appeals through the Courts in any of these cases.

Second Sight's role is to investigate Horizon and associated issues raised in the specific complaints put forward.

Confidentiality is essential in mediation because:

- Sensitive personal information, such as details about people's health, finances and criminal records must be protected.
- Mediation itself is always confidential – this is a requirement of the independent mediator the Centre for Effective Dispute Resolution (CEDR).