

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00382	FOI - Payments to Law Firms/Barristers Sept 2014-March 2025	<p>In August 2024, the Post Office responded to a Freedom of Information request from the publication, “The Lawyer” and provided details of the payments it had made to fifteen law firms and two barristers’ chambers between September 2014 and March 2024.</p> <p>I am also writing to request information under the Freedom of Information Act 2000 and would ask you to provide the breakdown of these payments and to update the information to the end of March this year. Please would you confirm whether these amounts included the payment of the legal fees for your former Chief Executive, Paula Vennels and what they amounted to.</p>	19/11/2025	Granted in full
FOI2025/00490	FOI - Total Costs & Payments Relating to Horizon Scandal since 2012	<p>I am interested only in amounts of payments, not detailed data behind it.</p> <p>So could I please narrow this down to -</p> <ul style="list-style-type: none"><li>•total payments to each law firm for its work on each significant part of the scandal, by which I mean: the group litigation, the inquiry and the compensation schemes</li><li>•total costs to the Post Office of the group litigation, the inquiry and the compensation schemes (excluding the redress payments themselves).</li></ul>	19/11/2025	Granted in full
FOI2025/00554	FOI - NFSP Annual Plan 25/26	<p>Please could you provide the 2025/2026 NFSP Annual Plan &amp; Approved Project details as required in the Grant Framework Agreement Clause 4.5 &amp; Clause 9.</p>	10/11/2025	Refused in part - S. 40, S. 43

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FOI2025/00607	FOI - 2020 Post Office Report on the Historical Sharing of Information	<p>On 6 March 2025 UKGI disclosed correspondence via FOI which included an email from Tom Cooper to BEIS Permanent Secretary, Sarah Munby, of 21 June 2020 (FOI 1220141).</p> <p>In this email Cooper referred to a draft report on Horizon issues undertaken by Post Office lawyers Herbert Smith Freehills 'looking at the history of what was shared with the Board and BEIS.' The draft was said to contain a list of individuals and identified behaviours no longer thought to be prevalent.</p> <p>I am now seeking full disclosure of the underlying HSF report cited in Cooper's email (both in draft and completed form) as well as the list of individuals included (senior management and above) on the grounds that any LPP to which the draft report might have been subject was forfeited when details of its existence and contents were disclosed in the email of 21 June 2020. Cooper's communication was sent to ten recipients, it was not identified by him at the time as being subject to legal privilege, either in whole or in part, and it has since been disclosed under FOI.</p> <p>If the Post Office maintains that legal privilege has not been inadvertently waived as a result of Cooper's having shared the above information then it must, further, consider the public interest case for disclosure which now outweighs grounds for upholding LPP given the context of the Horizon Issues cover-up, the Horizon IT Public Inquiry and the Post Office's commitment to identifying governance failings leading up to the scandal.</p> <p>That the HSF report was immediately brought to the attention of the Government Shareholder in preliminary draft form and prompted discussions regarding actions the department may take as a result, is indication of the significance of the HSF findings and the corresponding measure of the public interest case.</p>	14/11/2025	Refused in full - S. 42
FOI2025/00707	FOI - Transfer of Most Recent Former DMBs	<p>Dear information.rights,Thank you.I refer by most recent to the 108 branches that DBT announced £75 million in funding over two years on April 28TH 2025.I simply wish to know two distinct groups and did they apply for Branches,if yes when and how many.Group One is the big three Companies named by POL as being interested,WH Smith,Ryman and Tesco.Group Two is those people and bodies that claim to represent SPM.CWU,VOTP,SPM NEDs,Chair of SPM panel,the NFSP? I put a caveat on the NFSP as it seems to have at least three Companies anyone of which might have expressed an interest or indeed a member might have. ██████████ for example.Did anyone from the NFSP express an interest and like wise did any individuals who make up the VOTP Comittee express adesire to take on some former Crowns from this tranche of 108 to be given away(that is correct isnt it,no franchise fee or payment was required?)</p> <p>[Context] please can you supply details of press releases,Board minutes and Post Master Panel meetings that contain details of who applied for some or all of these Branches?1)Did the NFSP/Retail apply for any or express interest?2)Did Tesco,Ryman and WH Smith apply or show interest3)Did any SPM NEDs apply or show interest?4)Did the CWU apply or show interest?4)Did any VOTP Committee members apply or show interest?</p>	19/11/2025	Refused in part - S. 21, S. 43

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FOI2025/00729	FOI - 26 November 2024 Board Meeting Minutes	Thank you for a reply.Can you please supply the minutes for Board Meeting November 26 th 2024. DBT specifically included the need to replace Horizon in the Annual Chair's Letter from 2021/22 onwards, as is the correct process for outlining strategic priorities. Delivering and updating DBT on the Horizon IT Replacement has been included as a strategic priority in some format in each Chair's Letter since this time.What discussions took place that allowed a strategic priority to be cancelled but without a Press Conference to explain the decision?Hopefully the minutes will show.	03/11/2025	Refused in part - S. 40
FOI2025/00736	FOI - Confirmation of Full Compliance and Team Investment in GOV.UK Re-Direction	<p>Government responds to Horizon Inquiry report recommendations - GOV.UK <a href="https://share.google/Q5DpDXmkXL4b5idSo">https://share.google/Q5DpDXmkXL4b5idSo</a></p> <p>Post Office Horizon IT Inquiry: statement on full and fair financial redress - GOV.UK <a href="https://share.google/RWiQR6ISHYy5hYDYV">https://share.google/RWiQR6ISHYy5hYDYV</a></p> <p>I am writing in light of the recent re-direction issued by GOV.UK concerning the handling of claims within the remediation process. It is imperative to receive firm confirmation from you that you personally, and every member of your Remediation Team, are fully invested in implementing this directive without reservation.</p> <p>The changes set out in the Government communication are intended to deliver a measurable improvement in efficiency, fairness, and transparency. Claimants must be able to clearly perceive and experience this shift in approach through the manner in which their claims are processed, assessed, and concluded.</p> <p>Accordingly, I ask you to set out, in precise terms:</p> <p>How your team will operationalise the re-direction's requirements.</p> <p>Concrete indicators or outcomes that will demonstrate to Claimants that their cases are being handled differently and in line with the new policy.</p> <p>Assurance that there is no divergence in interpretation or application among your staff.</p> <p>Confirmation that a summary review will be undertaken to ensure full compliance with these new directives prior to releasing any new or reviewed Offers.</p> <p>A formal undertaking that no new or reviewed Offers will be issued until the required summary compliance review is both documented and approved.</p>	07/11/2025	Granted in full

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		<p>Please be advised that any failure to meet these standards or to evidence full compliance with the new directives will be treated as a serious procedural breach. In such an event, the matter will be escalated without delay to the relevant oversight and regulatory bodies for immediate review and appropriate action.</p> <p>This matter is not simply procedural - it is a question of accountability, trust, and the restoration of confidence in the claims process. I expect a detailed response within one month, confirming full alignment with the GOV.UK directive and the proactive steps being taken to ensure its visible impact.</p>		
FOI2025/00746	FOI - VE3 Global Ltd and Post Office Contracts	<p>A recent article in Private Eye magazine (Issue 1659) raised a number of concerns about VE3 Global Ltd and its dealings with UK Government departments and agencies, including questions regarding the company's claimed accreditations, representations, and corporate background.</p> <p>According to public records, VE3 Global has been awarded, among others, the following government contracts: Post Office Ltd: Experience Design Project - Find a Tender Notice 055548-2025</p> <p>Under the FOI Act, I would be grateful if you could provide the following information:</p> <p>Copies of any due diligence, vetting, or risk assessment documents relating to the appointment of VE3 Global Ltd under the above contracts.</p> <p>Details of any checks or verification processes undertaken in relation to the company's claimed accreditations, certifications (including ISO27001), or past performance.</p> <p>Any correspondence, internal or external, discussing or referencing the Private Eye article or related concerns about VE3 Global.</p> <p>Confirmation of whether your department or agency has conducted, or intends to conduct, any review, audit, or investigation into these matters.</p> <p>Please provide the information electronically via email. If any part of this request is unclear or likely to exceed the cost limit, I would appreciate advice and assistance in refining the scope.</p>	11/11/2025	Granted in full

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FOI2025/00765	FOI - Voice of the Postmasters Committee Payments	<p>Whilst you state that you cannot divulge the individual payments made to Committee member of Voice of the Postmaster due to GDPR, can you confirm that payments from Post Office Ltd have been made to some or all of the Committee members and what the total amount has been over the period previously requested on the 27th of August?</p> <p>Further, can you confirm what payments will be made to those individuals who will lead the Postmaster Inclusion Forum's being set up by Post Office under the Postmasters Experience Director?</p> <p>Finally, can you confirm what the payment is that the Chair of the Postmaster Panel will receive for carrying out their duties?</p>	19/11/2025	Granted in full
FOI2025/00774	FOI - HSS Claims Giro, Lisahally, Bootle	<p>Could you please provide me with the following information as at 1/10/2025</p> <p>1. Number of HSS Claims that include the word "Giro" in the text of the claim  2. Number of HSS Claims that include the word "Lisahally" in the text of the claim  3. Number of HSS Claims that include the word "Bootle" in the text of the claim</p> <p>I would be delighted if you went further and defined the total number of unique HSS Claims that contained one, two or all of the aforementioned words but that is not necessary if it might take longer than is permitted under FOI rules.</p>	14/11/2025	Granted in full
FOI2025/00775	FOI - Unauthorised Sale Of Property [REDACTED]	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Under the Freedom of Information Act please provide in detail who was responsible for this, who authorised it, what happened to our personal property and what happened to the proceeds.</p>	24/11/2025	Refused in full - S. 40

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FOI2025/00786	FOI - Changes at Machynlleth Post Office	<p>Staff at Machynlleth Post Office report that there are plans to downsize it from a main branch (with dedicated staff at separate counters) to a local branch (with reduced services provided by retail staff at retail counters), in January 2026.</p> <p>1. Please confirm exactly which changes (if any) are planned to the Post Office in Machynlleth. Please specify any reduced opening hours, and any services which will no longer be available after the changes.</p> <p>2. Was the decision to downsize made by Post Office Ltd, or by another party (if so, who)?</p> <p>3. On what grounds was the decision made? Please provide full copies/reports of any consultations, meetings, financial assessments, or other considerations that took place before the decision.</p> <p>4. When was the decision made?</p>	24/11/2025	Refused in part - S. 43
FOI2025/00787	FOI - Policy and Manuals Relating to Poste Restante	Please can you email a copy of any policies or manuals or operating procedures you have regarding the availability, conditions and withdrawal of post restante services	14/11/2025	Granted in full
FOI2025/00788	FOI - Number of Employees working in RU and Inquiry Teams	<p>Under the Freedom of Information Act I would like to know the total number of employees working solely on any matters related to the Horizon IT Scandal. I understand that these employees are based in the Remediation Unit and Public Inquiry Teams, but apologies if I have got these names wrong. Please only consider employees that are solely working in either of these teams (if the names are correct), rather than employees that work in other areas, but have crossover roles.</p> <p>I would also like this broken down into Post Office employee grades.</p> <p>If my request is likely to hit the cost limits, I would appreciate if you could help me narrow down my request as per your duty under section 16 of the Freedom of Information Act. I look forward to hearing from you within the 20 working days statutory deadline.</p>	21/11/2025	Refused in part - S. 40
FOI2025/00789	FOI - Number of Postmasters linked to Capture Shortfalls	<p>Please can you give me your latest understanding of how many subpostmasters have been potentially linked to shortfalls with the software Capture.</p> <p>I am asking for recorded information as I understand there is an ongoing investigation between Post Office and the Department for Business and Trade.</p>	26/11/2025	Information not held
FOI2025/00793	FOI - Fujitsu Horizon Contract Post March 2026 Follow Up	<p>Please provide me with the following information:</p> <p>1. Whether an extension has been agreed between the Post Office and Fujitsu.</p> <p>2. The estimated cost of that extension to the Post Office, or the contract's estimated value more broadly.</p>	14/11/2025	Granted in full

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FOI2025/00799	FOI - Contact Centre and Customer Experience Platforms	<p>I noticed that Post Office Limited recently awarded a contract to Medallia for a Customer Engagement Platform (published on Contracts Finder, 30 May 2024).</p> <p>I'm researching upcoming procurement activity in the customer experience and contact-centre space, and I wondered if you could confirm who currently provides Post Office's contact-centre technology or services.</p> <p>If there are any future plans or frameworks under which related procurements will be published, I'd be grateful if you could point me to the appropriate notice or contact.</p>	11/11/2025	Granted in full
FOI2025/00839	FOI – Number of Royal Mail Delivery Staff in Greater London	<p>I would like to request the following:</p> <p>1. The total number of Royal Mail delivery staff (postmen and postwomen) currently employed within the Greater London area.</p> <p>2. If available, a breakdown by delivery office or postcode area.</p> <p>If the requested information cannot be provided in the exact form above, please supply any available data or nearest equivalent figures.</p> <p>I would prefer the information to be provided in electronic format.</p>	10/11/2025	Information not held
FOI2025/00846	FOI - ED&I Team Queries	<p>I am writing to request the following information under the Freedom of Information Act 2000.</p> <p>1. The number of staff currently employed within the Post Office's Equality, Diversity and Inclusion (EDI) team, including both full-time and part-time staff.</p> <p>2. The total expenditure on the EDI team for the most recent financial year for which data is available. Please include:</p> <ul style="list-style-type: none"><li>* Total salary costs (including employer on-costs).</li><li>* Any additional operational or programme budget allocated to the team.</li></ul> <p>If possible, please also provide:</p> <ul style="list-style-type: none"><li>* Job titles or functional roles within the team (no personal identifying information is required).</li></ul> <p>I would prefer to receive the information in an electronic format, such as PDF or spreadsheet.</p> <p>If any part of this request is unclear or would exceed the cost limit, please let me know, as I am happy to refine the scope.</p>	28/11/2025	Refused in part - S. 40

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FOI2025/00878	FOI - License Holder Information for High Spen	<p>I am seeking information regarding the officially licensed operators (subpostmaster) for the Post Office for the years 2016 to 2017 at the following address:</p> <p>Sunlea Stores 17 Hookergate Lane High Spen Rowlands Gill Tyne &amp; Wear NE39 2BE</p> <p>Please could you confirm the name(s) of the individual(s) registered as licence holder(s) during this period?</p>	26/11/2025	Refused in full - S. 40