

## The Post Office Horizon IT Inquiry: Did you know?

### The Call for Evidence

The Inquiry's Call for Evidence contains 60 questions across a number of areas, yet we don't expect you to answer all of the questions. Answer whatever is relevant to you.

- Human impact

The Inquiry's Call for Evidence is seeking information about the human impact of the Horizon matter on individuals, their family and friends.

We want to hear how you have been impacted by Horizon and invites you to submit a written statement (to question 1 of the Inquiry's Call for Evidence).

Those who submit their account of human impact may be asked to participate as a case study for the final report, for which their consent will be sought in advance from a member of the Inquiry team.

- Questions for the Stage 2 hearings

We also welcome your suggestions of any themes, issues or question(s) that think the Inquiry should consider exploring at the open sessions 'Stage 2: Hearing from the organisations' (to question 2 of the Inquiry's Call for Evidence).

- You can register your interest now to attend as a spectator of the Stage 2 sessions: "hearing from the organisations" at <https://beisgovuk.citizenspace.com/business-frameworks/post-office-horizon-it-inquiry-public-hearing-sess/> these sessions will also be recorded and made available our dedicated [records website](#)

### Register your interest as a participant or spectator to attend the public or private hearing sessions

In the Stage 1 public hearing sessions Sir Wyn invites persons impacted by the Horizon dispute to attend focus group sessions, where participants can share their stories of **the human cost**. The focus groups will aim to explore diverse experiences and perspectives of the:

- direct and indirect impacts of the Horizon issues and POL dispute processes upon persons; and
- the cultural and organisational settings which impacted individuals.
- Open (public) sessions will also be recorded and made available our dedicated [records website](#) within 30 days of the event occurring.

The Inquiry welcomes participation from current and former postmasters, employees of Post Office Limited, relevant third parties - including but not limited to contractors and/or those who have represented postmasters' interests, or those who have been involved in mediation and/or dispute resolution processes with the Post Office Limited - and the family or friends of anyone from these groups.

- Spaces are capped to attend focus groups and **prospective participants (and spectators)** are asked to express their interest by registering at:  
<https://beisgovuk.citizenspace.com/business-frameworks/post-office-horizon-it-inquiry-public-hearing-sess/>

- When expressing an interest in attending a focus group, individuals may consent to attending one with public presence (open) or one without a public element (closed). The public (including media representatives) will be allowed to attend these open focus groups as silent spectators. We will also hold closed focus group sessions where participants do not consent to live public or media attendance at their session, however, a transcript (or a summary outline depending on individual consent) will be made available.
- Those who share their account in at an open hearing may be asked to participate as a case study for the final report, for which their consent will be sought in advance from a member of the Inquiry team.

The Inquiry recognises that some people may wish to share particularly personal accounts or sensitive information which is not suitable for sharing with the inquiry in a public or group setting. Such persons can express their preference to attend a small private hearing with the Chair. There will be no public or media attendance permitted at these sessions. However, a summary outline will be made available, attendees will be kept anonymous should individuals expressly request this.

- Private hearings are limited in number and prospective participants are asked to express their interest by registering at: <https://beisgovuk.citizenspace.com/business-frameworks/post-office-horizon-it-inquiry-public-hearing-sess/>
- Private sessions will run for 12 weeks and will be conducted from January until March 2021.

### [An upcoming People Survey](#)

The Inquiry will later this year run a direct “people survey” where the Inquiry will welcome participation from current postmasters, and employees and contractors of the Post Office Limited, Fujitsu and the Department of Business, Energy, and Industrial Strategy to explore the current service offer between postmasters and the Post Office Limited, as well as account management and relations between the organisations.