

Witness Name: Amanda Booth

Statement No.: WITN07480100

Dated: 4th February 2023

POST OFFICE HORIZON IT INQUIRY

FIRST STATEMENT OF AMANDA BOOTH

I, Amanda Booth, will say as follows...

INTRODUCTION

1. I am a former employee of Post Office Limited and held the position of Capacity Planning and Efficiency Manager.
2. This witness statement is made to assist the Post Office Horizon IT Inquiry (the '**Inquiry**') with the matters set out in Rule 9 Request dated 3 January 2023 (the '**Request**')

BACKGROUND

3. I worked for Post Office Counters up to approximately May 2006 however, from August 2005, I was on maternity leave. My role was Capacity Planning and Efficiency Manager however I cannot remember when I commenced this role.
4. As far as I can remember I only received a basic overview of the Horizon system with all other staff members (approx. 2/3 hours training in total). I am unable to remember how, where or when this overview was given.
5. My role as Capacity Planning & Efficiency Manager was to ensure that there were sufficient staff to deal with telephone enquiries based on previous call volumes received at the NBSC Helpline. I was not (in my role) involved with subpostmasters requests for support in relation to Horizon. I monitored staff availability to man the telephones. As it is over 18 years since I carried out the role of Capacity Planning & Efficiency Manager, I cannot remember my day to day job description other than to ensure sufficient staff were available to handle calls (including managing annual leave, sick leave, break entitlements for NBSC Helpline staff). As far as I can remember my Line Manager was Jill Camplejohn, now Kennedy, who was the NBSC Helpline Manager.
6. I was not responsible for any NBSC Helpline staff. The call handlers worked as teams with each team having their own Team Leader who worked directly to the NBSC Helpline Manager.
7. I am not aware of any specific requests for support or events that I consider to be important to the Inquiry's terms of reference.
8. My role did not deal with calls and/or their resolution. I did not have any resources to assist in resolving calls for support as my role did not require this.

9. I monitored staff availability to man the telephones as my role required. I am not aware of any attitude (positive or negative) of members of the NBSC to subpostmasters as my role did not involve me working with the NBSC Helpline call handlers.
10. As far as I remember, I attended a few NBSC/HSB Review Forums. I cannot remember the purpose or frequency of these meetings or any discussions or changes made as a result of the forum. My role within these forums was a listening role and as far as I remember, my only contribution was to confirm the anticipated call volumes, in order for me to ensure there were sufficient call handlers at the NBSC Helpline.
11. As my role did not involve dealing with calls, I am unable to provide a view as to whether adequate support was given to subpostmasters.
12. My role did not involve working with the Horizon System and therefore I was unaware of any bugs, errors or defects with the system.
13. I am not aware of any further information I can provide to the chair in relation to the Horizon IT Project.

Statement of Truth

I believe the content of this statement to be true.

Signed: **GRO**

Dated: ___4th February 2023_____

