

Witness Name: Daphne Courtney
Statement No.: WITN07840100
Dated: 31 March 2023

POST OFFICE HORIZON IT INQUIRY

FIRST WITNESS STATEMENT OF DAPHNE COURTNEY

I, Daphne Courtney, will say as follows...

INTRODUCTION

1. I was a Counter Clerk at Honiton Post Office for approximately 28 years.
2. I was a Horizon Field Support Officer for approximately 2 years, along with other members of the team. We were given training before going out to various Post Offices to support Postmasters during the transition from paper based to computer based. We had a Team Leader.
3. The hours worked varied - some days would be normal office hours, but some days we would start about 16.30 and possibly work until midnight.
4. Some Postmasters who had previously used a computer found the experience easy. But others without any computer knowledge found it really quite difficult. Also Postmasters who worked alone found things more difficult than those in a team who had other people to question about less common transactions. There would be extra help for the Postmasters on their first balancing day after the Horizon installation. So for some people the support was sufficient, but others were going to struggle.
5. I was not aware of any errors or glitches in the system.

Statement of Truth

I believe the content of this statement to be true.

Signed:

GRO

Dated:

31-3-23