



Horizon Shortfall Scheme – latest data on progress

Horizon Scandal pages



The Post Office is taking determined action to address the past and provide fair, full and final redress for victims of the Horizon Scandal.

[The Horizon Shortfall Scheme*](#) is for current and former Postmasters who believe they experienced shortfalls related to previous versions of the Horizon system.

Please note: Following feedback, we now use the term 'redress' rather than 'compensation' when referring to payments made through the Schemes being administered by Post Office. No offence was ever intended by use of the term 'compensation' and we apologise for any that was caused to participants in the Schemes.

The [Government announced on 13 March 2024](#) that it is extending the £75,000 Fixed Sum Award – originally for Group Litigation Order (GLO) claimants – to all eligible claimants in the Horizon Shortfall Scheme (HSS).

We have begun writing to eligible claimants who have already accepted an HSS Offer and received a full and final settlement of less than £75,000 with details of their Top-Up Offer. We aim to make all Top-Up Offers by mid-September 2024.

We will continue to keep the Scheme's website updated: [The Horizon Shortfall Scheme](#).

We are acutely aware that in some cases shortfalls caused severe impacts on postmasters' lives. The Scheme provides for the human costs, such as personal injury, distress and inconvenience, harassment, loss of reputation and bankruptcy costs where these are directly related to shortfalls. The Scheme guide can be found [here](#).

[An Independent Advisory Panel of Experts](#) assesses Scheme claims and recommends fair outcomes. The Panel has a discretion of fairness and may take into account any matters they consider will produce a fair result. Claimants who are unhappy with their offer can rightly dispute it, with independent legal advice reimbursed by Post Office and an interim payment of up to 100% of the proposed settlement. The dispute process also provides for free, independent mediation.

There are [separate redress arrangements for people with Horizon-related convictions that have been overturned](#).

Specific information about progress of redress for Postmasters subject to bankruptcy orders can be found from [the Insolvency Service](#).

Offers of more than £130m have been made through the Scheme. Please see the table below for more information.

Eligible late applications

In addition to applicants who are currently part of the Horizon Shortfall Scheme, or who have already accepted offers, we are aware there are people who, for a variety of reasons and circumstances, were unable to apply to the Scheme while it was open in 2020.



We update the information below on a monthly basis. The data shown below is correct as of 31 July 2024.

**Following feedback received, the name of the Scheme changed on 7 July 2023 to Horizon Shortfall Scheme. It is the same Scheme and there are no other changes. Therefore, current or former applicants do not need to do anything further or re-apply.*

Progress of eligible claims made **before October 2022**

Offers and Payments progress	Number
Number of eligible claims still awaiting an offer	0
Total number of settlement offers sent to date	2,417
Total value of settlement offers made to date	£112.4m
Total number of payments made to date	2,065
Total amount paid to applicants to date*	£100.59m
Claims going through dispute resolution**	293

**Note: of £100.59m paid to applicants to date, £30.05m have been interim payments*

*** Includes 8 suspended outcomes where the applicant did not respond to Post Office's requests for further information and has been advised no further chasers will be sent.*

Progress of late applications

Offers and Payments progress (Post October 2022 Applications)	Number
Number of eligible claims received to date	1,513
Total number of settlement offers sent to date	323
Total value of settlement offers made to date	£19.3m
Total number of payments made to date	197
Total amount paid to applicants to date*	£11.88m
Claims going through dispute resolution	97

**Note: Of the £11.88m paid to date, £4.65m have been interim payments.*

The table below represents amounts offered for both pre-October 2022 and late applications post October 2022 by main heads of loss claimed, as at 31 July 2024.

Head of loss	Offered (£m)	Number of claimants offered	Average (£)
Shortfall	62.8	2,717	23,132
Loss of Earnings	40.0	404	99,087
D&I	6.9	1,450	4,759
Personal Injury	5.1	81	62,360
Other*	15.4	380	40,479
Tax Top-Up	16.1	2,228	7,221
TOTAL	146.3	2,729	53,611

**Other Heads of Loss include contract termination, loss of retail business or reduced capital value of that business, loss of property and others.*



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