



Department for  
Business & Trade

# Terms of Reference

## GROUP LITIGATION ORDER (GLO)

## COMPENSATION SCHEME

## STEERING GROUP

### Review History

Version	Date	Amendments
0.1	23 December 2022	First draft for comments
0.2	4 January 2023	Clearance with SRO
0.3	13 January 2023	To add an independent member of the Group to the attendees.
0.4	30 May 2024	GIAA Recommendations implemented into ToR and approved by SRO.

## 1.0 Context

In December 2019, Post Office Limited (POL) reached a “full and final” settlement of £42.75m plus legal costs incurred in the long running “Group Litigation Order” (GLO) case initiated by 555 postmasters regarding its accounting system, Horizon. As a condition of the GLO settlement POL created the Horizon Shortfall Scheme (HSS), which compensated other affected postmasters without criminal convictions. Once the Courts began to overturn convictions POL set up the Overturned Convictions (OC) compensation arrangements. As the settlement was “full and final”, POL no longer has a legal obligation to make further payments to unconvicted members of the GLO. DBT was not a party to those proceedings and consequently has no legal obligation to pay compensation arising from those proceedings.

About £31m of the agreed GLO settlement went to the firm which funded the litigation, leaving those postmasters worse off than their peers who qualified for the HSS. As a result of signing the GLO settlement, claimants were excluded from applying for further compensation under the HSS.

The Government has long considered unfair the unequal treatment received by members of the GLO, which is why on 22 March 2022, the Chancellor announced that the Government would make funding available to ensure that they received compensation similar to that given to their non-GLO peers, with the scheme launched for formal applications in March 2023.

## 2.0 Aim

The GLO Compensation Scheme aims to fulfil Ministers’ commitment for the GLO group to access similar levels of compensation as its non-GLO peers.

## 3.0 Objectives

In delivering the scheme, key objectives identified include:

- Ensuring that, in line with Ministers’ commitments, the GLO group can access similar levels of compensation to their non-GLO peers.
- Delivering fair compensation rapidly as was permitted by the Post Office (Horizon System) Compensation Act 2024.
- Minimal time, effort and stress for postmasters to participate in the scheme;
- Scheme is trusted by postmasters; and
- Delivery of the scheme is cost-effective.

## 4.0 Role of the Steering Group

The role of the Steering Group will be to provide advice, critical friend challenge, cross cutting perspectives and support to the Senior Responsible Owner (SRO) on policy decision-making (such as issue escalation) to ensure the project remains on track and delivers successfully.

The Steering Group will be responsible for:

- Reviewing project progress and plans to ensure deliverability and alignment, offering challenge and support with any potential blockers and issues
- Exploring and offering guidance on the deliverability of policy options presented by the project team
- Ensuring alignment with other Postmaster compensation schemes and wider Government objectives, including policy, engagement and communications
- Ensuring delivery partners’ plans and resourcing remain aligned and are delivering against agreed plans and scope

DBT will provide the secretariat for the Steering Group and its membership, comprised primarily of DBT Members and one external HMT Member. Papers will be sent out before the meeting.

## 5.0 Project Governance and Cadence

The Steering Group will be scheduled to meet every 2 weeks, however, by exception, occasionally meetings may be dropped in favour of being conducted via correspondence.

- The Steering Group will be used, by exception, as an escalation point of the following items up to the Horizon Redress Programme Board (scheduled every 4 weeks):
  - Risks
  - Issues
  - Policy Questions/Papers
- Case sign-off requires only a subset of the Steering Group: the full steering group for exceptional cases, the SRO for standard cases, and HMT sign-off for cases meeting specific criteria. These criteria are codified in their respective documentation.

The Steering Group will oversee the delivery phase of the project as well as be sighted on the progress of cases throughout the project lifecycle.

## 6.0 Steering Group Membership and Meetings

The Steering Group will be chaired by Carl Creswell, Director Services, Business Resilience, DBT. Group membership comprises of the following representatives:

	Name	Job Title
DBT	Carl Creswell	Director, Post Office and Business Engagement (SRO and Chair)
DBT	Rob Brightwell	Deputy Director, Response to Horizon Inquiry & GLO Project, (Deputy Chair)
DBT	Tony Pedrotti (Independent)	Director, Grant Delivery Directorate
DBT	Beth White	Deputy Director, Post Office (job-share)
DBT	Eleanor Brooks	Deputy Director, Post Office (job-share)
HMT	Milo Kershaw	Policy Advisor, HMT
DBT	Eleri Wones	Senior Lawyer, DD Emeritus
DBT	Joshua Scott	Head of GLO Scheme
DBT	Ellen Wasden	Senior Economist
DBT	Richard Howard	Senior Finance Business Partner

***The Steering Group shall be considered quorate when the Chair, along with Representatives from Finance, Legal and HMT are present (Or designated alternatives).***

*Note: Attendance from members of the GLO Project Team will be as required.*

Requests to extend to other representatives can be made to the secretariat of the Steering Group along with reasons for their attendance.