



Department for
Business & Trade

Post Office

Transparency data

Post Office Horizon financial redress data as of 28 June 2024

Updated 4 September 2024

Contents

1. Claim data by scheme
2. Notes for table
3. GLO Scheme delivery target
4. GLO Scheme £75,000 fixed payment impact
5. Post Office data



© Crown copyright 2024

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3 or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email GRO

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at <https://www.gov.uk/government/publications/post-office-horizon-compensation-data-for-2024/post-office-horizon-financial-redress-data-as-of-28-june-2024>

As of 28 June 2024, approximately £236 million has been paid to over 2,800 claimants across 3 schemes:

- Horizon Shortfall Scheme (HSS): £124 million
- Group Litigation Order (GLO) Scheme: £64 million total value of all payments including interim payments
- Overturned Convictions (OC): 110 convictions have been overturned; £49 million total value of all payments including further interim payments

1. Claim data by scheme

Scheme	Claims received	Offers made	Offers accepted	Claims paid
Overturned Convictions (OC): initial interim payments	103 [+3]	103 [+3]	103 [+3]	103 [+4]
Overturned Convictions (OC): full and final settlements	64 [+4]	54 [+3]	48 [+4]	48 [+4]
Group Litigation Order Scheme (GLO): initial interim payment	Not applicable	Not applicable	Not applicable	476-483*
Group Litigation Order Scheme (GLO): full and final	221 [+23]	210 [+21]	179 [+7]	176 [+12]
Horizon Shortfall Scheme (HSS): eligible claims before deadline	2417 [-]	2417 [-]	2065 [+1]	2062 [+1]
Horizon Shortfall Scheme (HSS): eligible late claims	1261 [+313]	313 [+10]	195 [+12]	181 [+6]

Information correct as of 28 June 2024.

Changes from last month (31 May 2024) in square brackets.

[-] indicates no change since last month.

*For disclosure reasons, the exact number of claims paid is now withheld.

2. Notes for table

In the 'Claim data by scheme' table:

- spend is rounded to nearest £1 million
- data regarding the HSS and OC are sourced from Post Office Ltd, which retains full responsibility for the data published on its website

2.1 Overturned Convictions (OC)

Initial interim payments are available to eligible postmasters upon getting their conviction overturned on the grounds that it was reliant on Horizon evidence.

A 'full' settlement comprises both pecuniary (financial) and non-pecuniary (personal) losses, but the Post Office has been progressing non-pecuniary settlements first to get money to postmasters as quickly as possible, which means a number of partial settlements have been reached in addition to the full and final settlements published here.

The department is now publishing data on full and final settlements. Claims received are no longer being broken down into pecuniary and non-pecuniary settlements as in previous months.

2.2 Group Litigation Order (GLO) Scheme

Out of the 555 who were members of the Group Litigation Order, 63 postmasters had convictions and are therefore eligible to apply for redress once their conviction has been overturned.

The remaining 492 postmasters are currently eligible for the Group Litigation Order Scheme, of whom 484 qualify for interim payments.

For disclosure reasons, the exact number of claims paid is now withheld.

This month, the number of payments increased by less than 9.

Work continues on the distributing shares of the £19.5 million interim payments announced in June 2022, particularly on remaining payments in complex categories such as those recently deceased and people who have not taken up the offer of an interim payment.

2.3 Horizon Shortfall Scheme (HSS)

Post Office received 2,417 eligible claims by March 2021.

The closure date for applications was 27 November 2020, but Post Office continued to accept applications for the original deadline group up to March 2021.

In October 2022, the government announced that additional funding would be provided so that eligible late claimants could receive financial redress, and the scheme reopened for applications.

Post Office has received 1,261 eligible late claims to date.

Interim payments on the HSS are available before and after claimants receive an offer of redress.

The £124 million paid out on the HSS includes £29.5 million in interim payments to original claimants and £4.4 million in interim payments to late applications.

3. GLO Scheme delivery target

The Department for Business and Trade (DBT) is committed to a target of making a first offer to 90% of claimants who have submitted a full claim within 40 working days.

A full claim is defined as a claim which DBT considers, with advice from its legal advisors, does not need any further evidence in order to assess every element of the claim.

Should the Department consider further evidence is needed in order to make a full assessment, the 40-working-day target will not start until such time that the required evidence is received from the claimant or any other source.

As of 28 June 2024, 92% of claimants received their first offer within 40 working days of submitting a full claim.

4. GLO Scheme £75,000 fixed payment impact

Due to changes made in January 2024, all eligible GLO claimants are now offered the option to settle their claims on a full and final basis for a total fixed sum of £75,000 inclusive of interest, instead of making a claim for their individual losses.

This means that the claim would not be assessed by the department against the process set out in the [guidance and principles](https://www.gov.uk/government/publications/compensation-scheme-for-group-litigation-order-case-postmasters) (<https://www.gov.uk/government/publications/compensation-scheme-for-group-litigation-order-case-postmasters>).

Any payments received from the department to date or from the GLO settlement will be deducted from the £75,000 before payment is made.

As of 28 June 2024, 179 offers have been accepted. Of these, 148 have accepted offers of the £75,000 fixed payment. Of those who have accepted the £75,000 fixed payment, four-fifths are new claims and a fifth had previously accepted offers.

5. Post Office data

This data is part of DBT's Post Office Horizon financial redress data collection (<https://www.gov.uk/government/collections/post-office-horizon-compensation-data>).

DBT publishes [independent progress reports on the GLO scheme](https://www.gov.uk/government/publications/glo-compensation-scheme-financial-redress-reports-for-2024) (<https://www.gov.uk/government/publications/glo-compensation-scheme-financial-redress-reports-for-2024>), written by Dentons.

Post Office also publishes:

- [updates on Overturned Convictions and financial redress](https://corporate.postoffice.co.uk/en/horizon-scandal-pages/overturned-convictions-and-financial-redress-information-on-progress/) (<https://corporate.postoffice.co.uk/en/horizon-scandal-pages/overturned-convictions-and-financial-redress-information-on-progress/>)
- [updates on the Horizon Shortfall Scheme](https://corporate.postoffice.co.uk/en/horizon-scandal-pages/horizon-shortfall-scheme-latest-data-on-progress/) (<https://corporate.postoffice.co.uk/en/horizon-scandal-pages/horizon-shortfall-scheme-latest-data-on-progress/>)
- [independent progress reports on Horizon financial redress schemes](https://corporate.postoffice.co.uk/en/horizon-scandal-pages/progress-reports-commissioned-by-department-for-business-and-trade/) (<https://corporate.postoffice.co.uk/en/horizon-scandal-pages/progress-reports-commissioned-by-department-for-business-and-trade/>)

OG

All content is available under the [Open Government Licence v3.0](#), except where otherwise stated



© [Crown copyright](#)