



Department for  
Business & Trade

Post Office

Transparency data

# **Post Office Horizon financial redress data as of 31 May 2024**

Updated 4 September 2024

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## 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



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As of 31 May 2024, approximately £222 million has been paid to over 2,800 claimants across 3 schemes:

- Horizon Shortfall Scheme (HSS): £122 million
- Group Litigation Order (GLO) Scheme: £54 million total value of all payments including interim payments
- Overturned Convictions (OC): 109 convictions have been overturned; £46 million total value of all payments including further interim payments

## 1. Claim data by scheme

Scheme	Claims received	Offers made	Offers accepted	Claims paid
<b>Overturned Convictions (OC): initial interim payments</b>	100 [-]	100 [-]	100 [+1]	99 [-]
<b>Overturned Convictions (OC): full and final settlements</b>	60 [+4]	51 [+4]	44 [+4]	44 [+5]
<b>Group Litigation Order Scheme (GLO): initial interim payment</b>	Not applicable	Not applicable	Not applicable	476-483*
<b>Group Litigation Order Scheme (GLO): full and final</b>	198 [+21]	189 [+22]	172 [+26]	164 [+32]
<b>Horizon Shortfall Scheme (HSS): eligible claims before deadline</b>	2417 [-]	2417 [-]	2064 [+2]	2061 [+6]
<b>Horizon Shortfall Scheme (HSS): eligible late claims</b>	948 [+281]	303 [+19]	183 [+9]	175 [+15]

Information correct as of 31 May 2024.

Changes from last month (24 April 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 has not increased.

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 948 eligible late claims to date.

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

The £122 million paid out on the HSS includes £29.2 million in interim payments to original claimants and £3.7 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 31 May 2024, 91% 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 31 May 2024, 172 offers have been accepted. Of these, 147 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) (<https://www.gov.uk/government/collections/post-office-horizon-compensation-data>).

Post Office also publish updates on [Overtured Convictions and financial redress](https://corporate.postoffice.co.uk/en/horizon-scandal-pages/overtured-convictions-and-financial-redress-information-on-progress/) (<https://corporate.postoffice.co.uk/en/horizon-scandal-pages/overtured-convictions-and-financial-redress-information-on-progress/>), and 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/>) on their website.