



Department for  
Business & Trade

Post Office

Transparency data

# **Group Litigation Order (GLO) scheme delivery target as of 14 March 2024**

Updated 4 September 2024

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The Department for Business and Trade (DBT) is committed to a target of making 90% of first offers within 40 working days of receiving a full claim.

As of 14 March 2024, 88% of claimants received their first offer within 40 working days of submitting a full claim.

The below tables show the number of offers that exceeded the 40 working day target from full and final claim to initial offer. It also shows of those how many are above 80 and 100 working days to initial offer.

	<b>Number of offers</b>	<b>Proportion of total offers</b>
<b>Total number of offers</b>	136	100%
<b>Up to 40 working days</b>	119	88%
<b>41 - 80 working days</b>	12	9%
<b>81 - 100 working days</b>	2	1%
<b>Over 100 working days</b>	3	2%

Information correct as of 14 March 2024.

	<b>Number of offers</b>	<b>Proportion of total offers (cumulatively descending)</b>
<b>Total number of offers</b>	136	100%
<b>Over 40 working days</b>	17	13%
<b>Over 80 working days</b>	5	4%
<b>Over 100 working days</b>	3	2%

Information correct as of 14 March 2024.

## Notes for table

In the above table:

- percentages are rounded the nearest whole number, therefore totals may not sum due to rounding
- 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

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