



Department for
Business & Trade

Post Office

Transparency data

Group Litigation Order (GLO) and Horizon Convictions Redress Scheme (HCRS) scheme data as of 21 February 2025

Updated 28 February 2025

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This publication is available at <https://www.gov.uk/government/publications/post-office-horizon-financial-redress-data-for-2025/group-litigation-order-glo-and-horizon-convictions-redress-scheme-hcrs-scheme-data-as-of-21-february-2025>

This publication provides an update on those schemes administered directly by the Department for Business and Trade. A full update on schemes administered by both the department and Post Office Ltd will be published in early March to reflect data as of 28 February 2025.

As of 21 February 2025, the following redress payments have been made:

- Group Litigation Order (GLO) Scheme: £136 million total value of all payments including interim payments
- Horizon Convictions Redress Scheme (HCRS): £182 million total value of all payments including interim payments

Spend is rounded to the nearest £1 million.

1. Claim data by scheme

Scheme	Claims received	Offers made	Offers accepted	Claims paid
Group Litigation Order Scheme (GLO): full and final	425 [+17]	407 [+24]	269 [+12]	265 [+13]
Horizon Convictions Redress Scheme (HCRS): initial interim payments	408 [+25]	408 [+25]	408 [+25]	398 [+34]
Horizon Convictions Redress Scheme (HCRS): full and final	273 [+41]	273 [+41]	273 [+41]	257 [+49]

Information correct as of 21 February 2025. Changes from last month's publication (31 January 2024 data) in square brackets.

1.1 Notes for table

In the above table:

- the HCRS redress payments data reflect the current position at a point in time - it should be noted that these totals can change slightly as time goes on as payments are retrospectively confirmed as received by claimants

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. If their conviction has been overturned by the courts, they are eligible under the Overturned Convictions (OC) Scheme. If their conviction has been overturned by the legislation, they are eligible for the Horizon Convictions Redress Scheme (HCRS).

As of 21 February, the department had received 425 completed claims from eligible GLO postmasters. Full and final redress has been agreed with 269 claimants, of whom 153 accepted the £75,000 fixed offer. A further 219 individuals have received partial or interim redress payments, including people who have not yet submitted full claims.

2.1 Full and final claimant stages

There are 492 claimants eligible for financial redress through the GLO scheme. As of 21 February 2025, 425 full and final claims have been received. For full and final claims received, the number reported refers to all claims assessed as complete. Further claims may have been received recently but not yet assessed to determine whether they are complete. A claim initially assessed as complete may subsequently be found to require further information and therefore be removed from counts of complete claims received while awaiting this information.

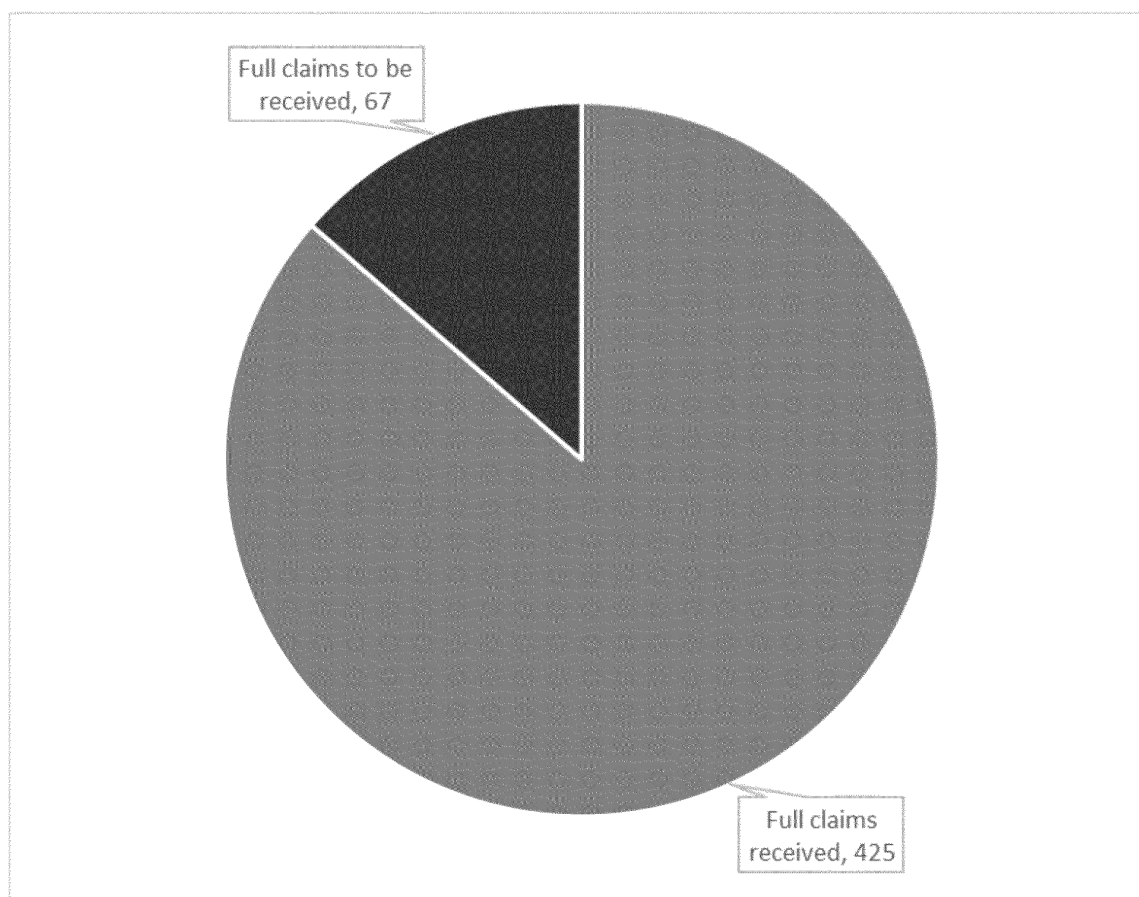


Diagram 1: a pie chart showing the breakdown of full and final claims received against those yet to be received for claimants eligible to receive financial redress under the GLO scheme.

View the [web accessible version of diagram 1](#)

Of these 425 claims, 265 have been paid and a further 4 have accepted offers and are awaiting payment. Another 138 postmasters have received offers from the department and the remaining 18 are awaiting offers.

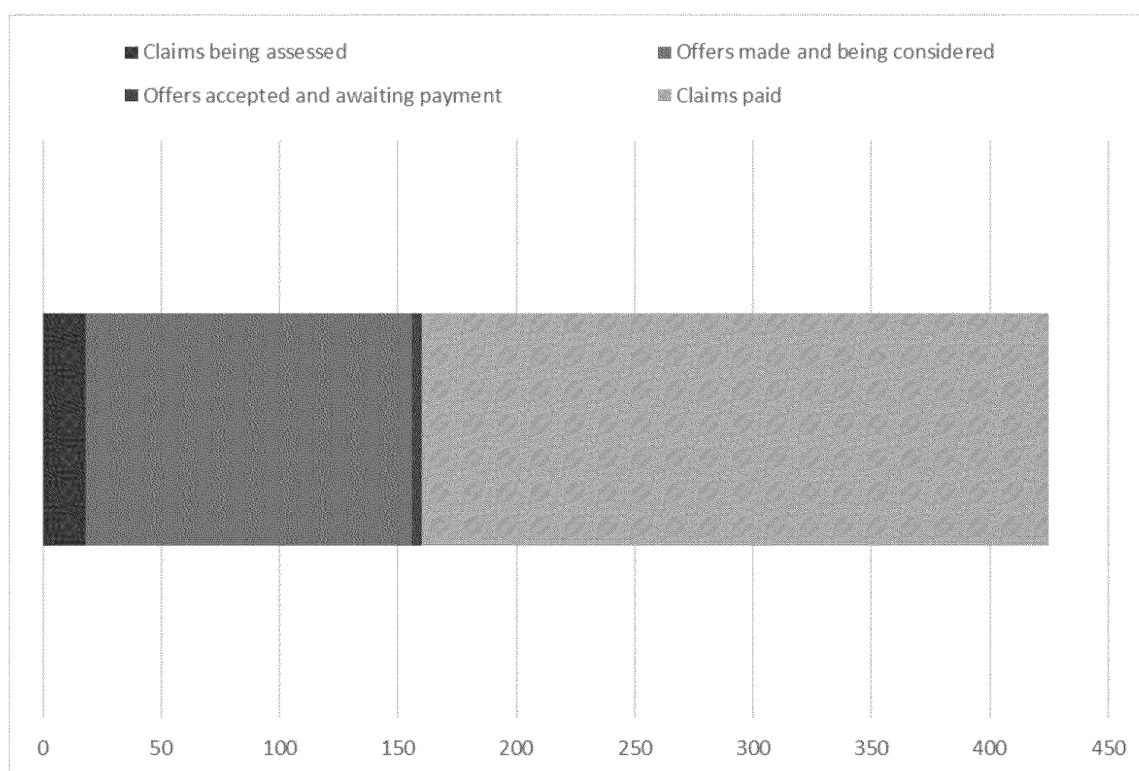


Diagram 2: a stacked bar showing the current application stages of claims received under the GLO scheme.

View the [web accessible version of diagram 2](#)

2.2 Scheme delivery target

The Department for Business and Trade 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 the department 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.

Over the lifetime of the scheme to 21 February 2025, 89% of claimants received their first offer within 40 working days of submitting a full claim.

The Department for Business and Trade's target is providing a substantive response within 40 working days to 90% of claimants who submit a complete challenge from 1 December 2024. A challenge will be considered 'complete' if the department does not require any more information from the claimant or their advisors in order to provide a substantive response. A

substantive response is defined as the claimant receiving a revised offer or a decision to uphold the original offer.

As of 21 February 2025, 95% of claimants (18 out of 19) who submitted complete challenges after 1 December received their substantive response within 40 working days of doing so. Claims are being assessed in the date order in which they were submitted, so no challenge submitted before 1 December will be left behind.

2.3 £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 21 February 2025, 269 offers have been accepted, of which 153 are 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.

3. Horizon Convictions Redress Scheme (HCRS)

The Post Office (Horizon System) Offences Act 2024 and the Post Office (Horizon System) Offences (Scotland) Act 2024 quashed Horizon-related convictions on a blanket basis in June 2024, according to a set of criteria in the Acts, covering each UK nation.

On 30 July 2024, the UK government announced the launch of the [Horizon Convictions Redress Scheme \(HCRS\)](https://www.gov.uk/guidance/horizon-convictions-redress-scheme-hcrs-applying-for-financial-redress) (<https://www.gov.uk/guidance/horizon-convictions-redress-scheme-hcrs-applying-for-financial-redress>), delivered by the

Department for Business and Trade, to provide financial redress to postmasters across the UK who had their convictions quashed by the Acts.

Applicants have begun registering for the HCRS and the department is working with the relevant justice authorities to confirm individual applicants' eligibility for the scheme.

Eligible applicants have a choice of 2 routes to redress: they can either accept a fixed and final sum of £600,000, or they can choose to submit their application to a detailed assessment process.

All eligible applicants are entitled to an initial interim payment of £200,000.

The department is now publishing data on settlements, broken down by initial interim payments and full and final settlements.

3.1 Full and final claimant stages

As of 21 February 2025, 273 full and final claims for financial redress have been received via the HCRS. Of these 273 claims, 257 have received payments and the remaining 16 have accepted offers for redress and are awaiting payment from the department.

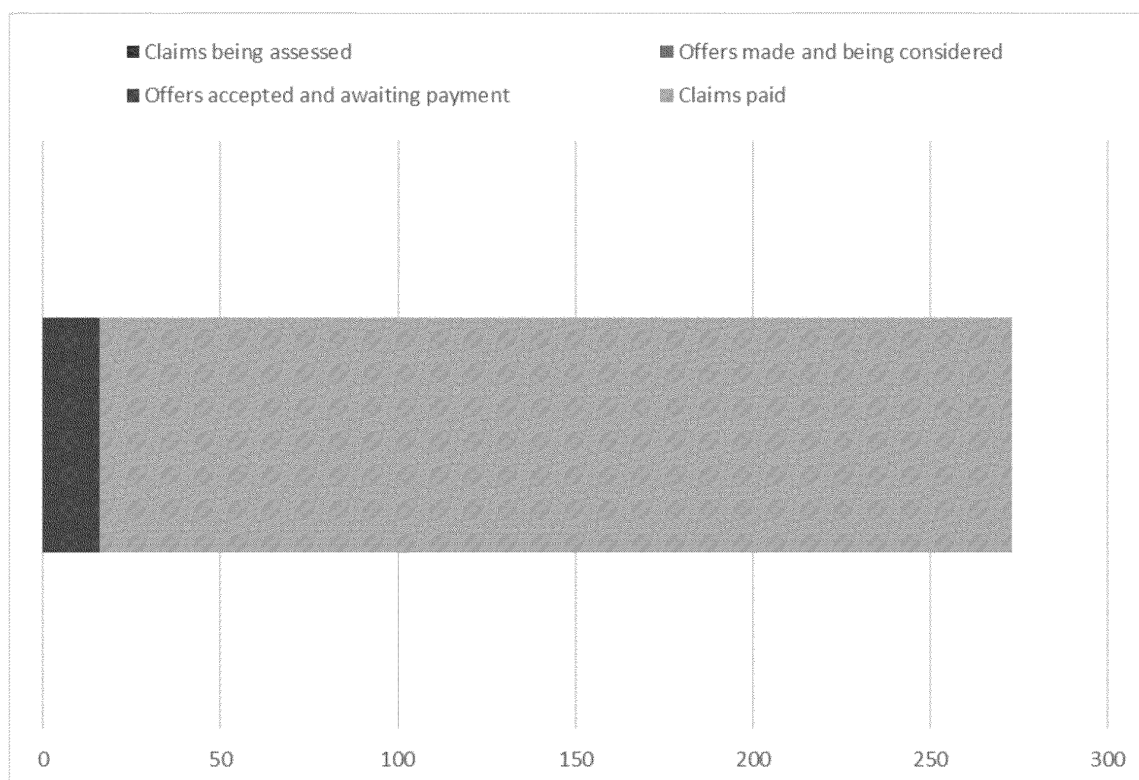


Diagram 3: a stacked bar showing the current application stages of claims received under the HCRS.

View the [web accessible version of diagram 3](#)

4. Post Office data

These data are part of The Department for Business and Trade's [Post Office Horizon financial redress data collection](#) (<https://www.gov.uk/government/collections/post-office-horizon-compensation-data>).

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

The Ministry of Justice publishes [Post Office \(Horizon System\) Offences Act 2024: Quashed convictions management information](#) (<https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fgovernment%2Fpublications%2Fpost-office-horizon-system-offences-act-2024-quashed-convictions-management-information&data=05%7C02%7C0livia.couttshowes%40businessandtrade.gov.uk%7C3bec83ae598c497e7b3c08dce3a508e8%7C8fa217ec33aa46fbad96dfe68006bb86%7C0%7C0%7C638635545192112439%7CUnknown%7CTWFpbGZsb3d8eyJWljoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IkhWwiLCJXVCi6Mn0%3D%7C0%7C%7C%7C&sdata=oEUAdtkhmmi3vSRnbPm0M%2FXy1RjFIXTUSzCmrpo9b4M%3D&reserved=0>).

Post Office Ltd 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/>)
- [updates on the Horizon Shortfall Scheme](#) (<https://corporate.postoffice.co.uk/en/horizon-scandal-pages/horizon-shortfall-scheme-latest-data-on-progress/>)
- [reports on Horizon financial redress](#) (<https://corporate.postoffice.co.uk/en/horizon-scandal-pages/progress-reports-commissioned-by-department-for-business-and-trade/>)

5. Web accessible tables

5.1 Group Litigation Order (GLO) Scheme: full and final claims

Application status	Number of applications	Percentage (%)
Full claims received	425	86
Full claims to be received	67	14
Total	492	100

Application stage	Number of applicants	Percentage (%)
Claims being assessed	18	4
Offers made and being considered	138	32
Offers accepted and awaiting payment	4	1
Claims paid	265	62
Total	425	100

5.2 Horizon Conviction Redress Scheme (HCRS): full and final claims

Application stage	Number of applicants	Percentage (%)
Claims being assessed	0	0
Offers made and being considered	0	0
Offers accepted and awaiting payment	16	6
Claims paid	257	94

Application stage	Number of applicants	Percentage (%)
Total	273	100

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