



Department for
Business & Trade

Post Office

Transparency data

Post Office Horizon financial redress data as of 28 February 2025

Updated 7 March 2025

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This publication is available at <https://www.gov.uk/government/publications/post-office-horizon-financial-redress-data-for-2025/post-office-horizon-financial-redress-data-as-of-28-february-2025>

As of 28 February 2025, approximately £768 million has been paid to over 5,100 claimants across 4 schemes:

- Horizon Shortfall Scheme (HSS): £374 million total value of all payments including interim payments
- Group Litigation Order (GLO) Scheme: £139 million total value of all payments including interim payments
- Overturned Convictions (OC): £66 million total value of all payments including interim payments
- Horizon Convictions Redress Scheme (HCRS): £190 million total value of all payments including interim payments

Spend is rounded to the nearest £1 million.

1. Financial redress paid

The chart in this section shows the cumulative total of redress paid by month and broken down by scheme. As of 28 February 2025, £768 million has been paid in financial redress. This is up from £663 million on 31 January 2025.

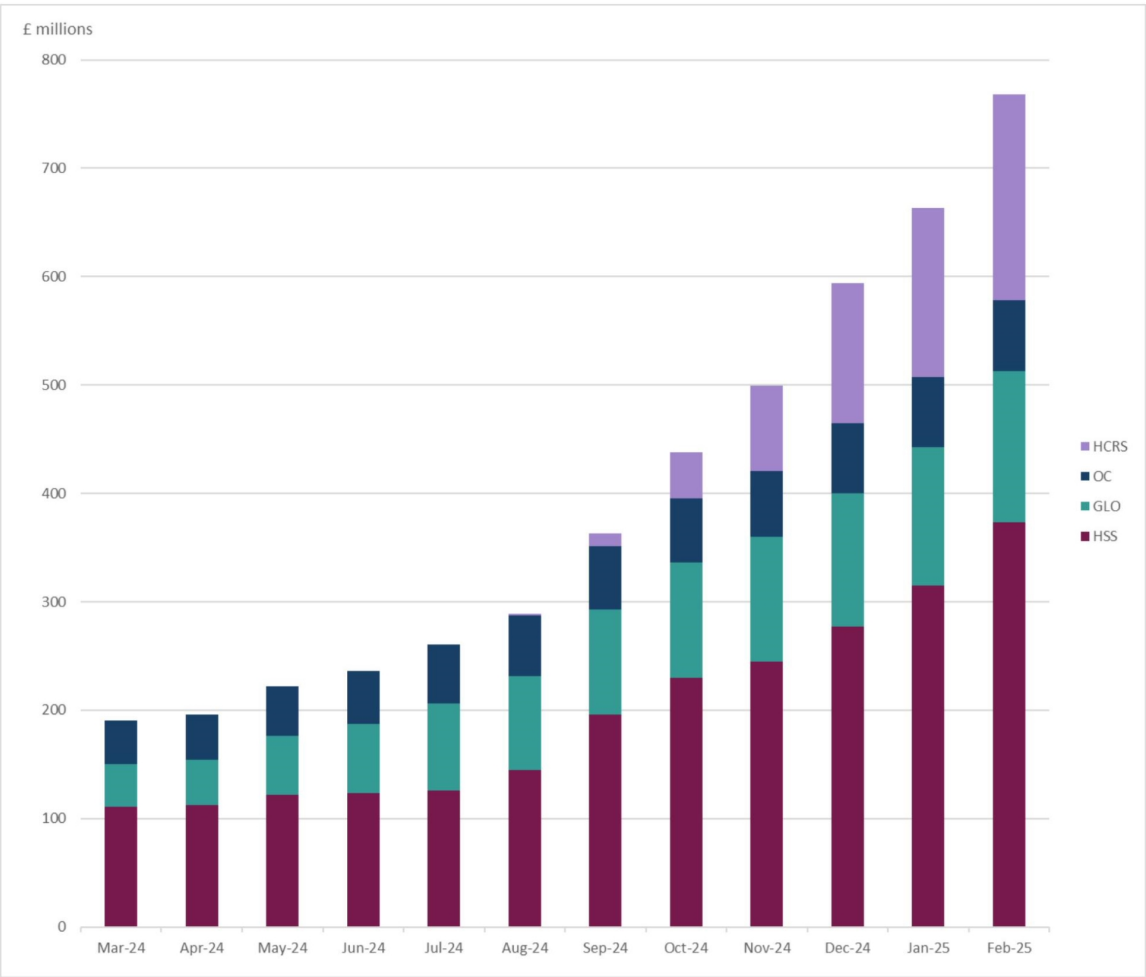


Diagram 1: a stacked bar chart showing the cumulative total of financial redress paid each month. The bars are broken down into the 4 redress schemes: HSS, GLO, OC and HCRS.

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

2. Claim data by scheme

Scheme	Claims received	Offers made	Offers accepted	Claims paid
Overtured Convictions (OC): full and final	84 [+2]	75 [+2]	68 [+2]	68 [+2]
Group Litigation Order Scheme (GLO): full and final	431 [+23]	410 [+27]	273 [+16]	272 [+20]

Scheme	Claims received	Offers made	Offers accepted	Claims paid
Horizon Shortfall Scheme (HSS): eligible claims before deadline	2417 [-]	2417 [-]	2102 [+8]	2100 [+10]
Horizon Shortfall Scheme (HSS): eligible late claims	6150 [+1485]	2829 [+1027]	2038 [+732]	1958 [+698]
Horizon Convictions Redress Scheme (HCRS): initial interim payments	417 [+34]	417 [+34]	417 [+34]	407 [+43]
Horizon Convictions Redress Scheme (HCRS): full and final	299 [+67]	299 [+67]	299 [+67]	273 [+65]

Information correct as of 28 February 2025.

Changes from last month's publication (31 January 2025) in square brackets.

[-] indicates no change since last month.

2.1 Notes for table

In the 'Claim data by scheme' table:

- data regarding the HSS and OC are sourced from Post Office Ltd, which retains full responsibility for the data published on its website
- 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

3. 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.

As of 31 October 2024, all 111 eligible claimants have either reached full and final settlement or received a minimum of £200,000 through interim payments.

A full and final claim is defined as:

- both non-pecuniary and pecuniary claims have been received and sufficiently particularised to substantiate redress payments of £450,000 or more
- or the claimant has requested the £600,000 fixed sum offer

Post Office Ltd 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. Post Office Ltd continues to work on finalising these outstanding claims.

Any individual with a conviction overturned by the Post Office (Horizon System) Offences Act 2024 or the Post Office (Horizon System) Offences (Scotland) Act 2024 will be eligible to seek financial redress through the HCRS.

3.1 Full and final claimant stages

As of 28 February 2025, there are 111 claimants eligible for financial redress through the OC scheme. From these 111, Post Office Ltd has received 84 full and final claims.

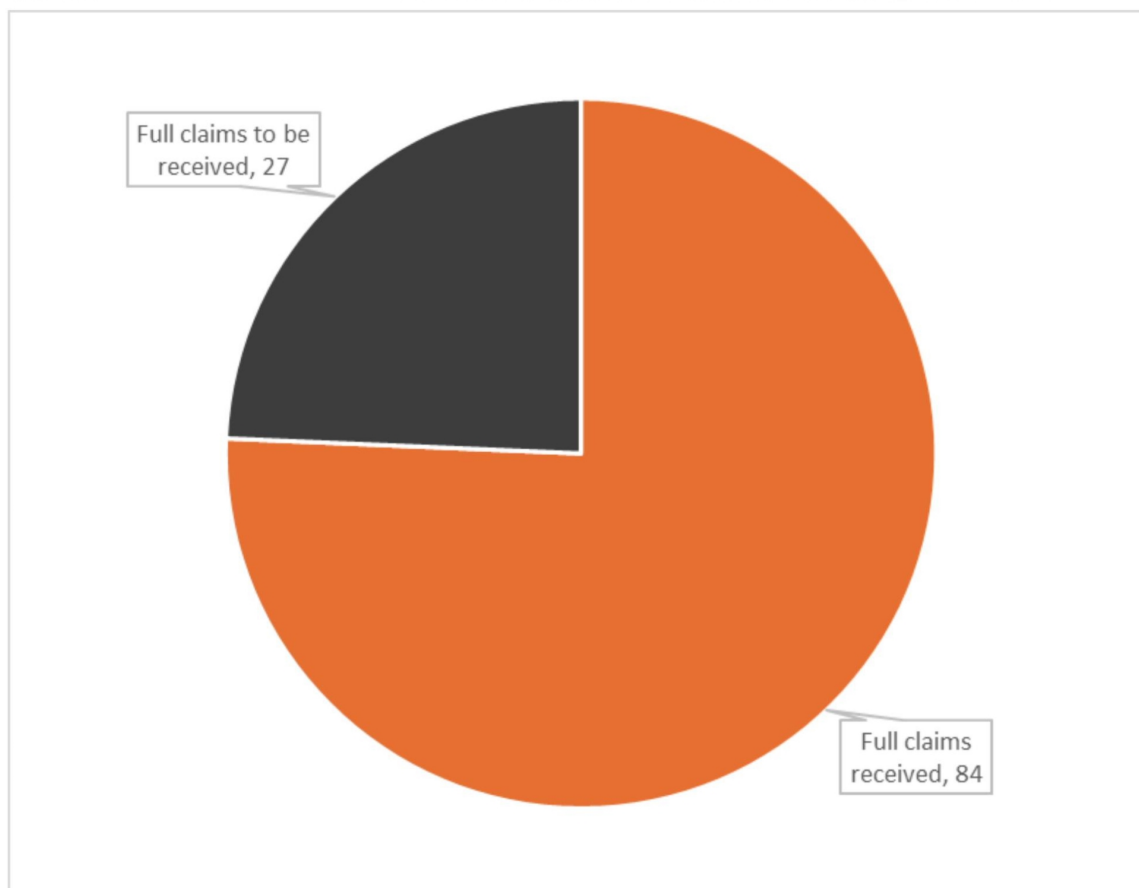


Diagram 2: a pie chart showing the breakdown of full and final claims received against those yet to be received for claimants eligible to receive financial redress under OC.

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

Of these 84 claims, 68 have been paid and a further 7 have received offers. The remaining 9 are awaiting offers from Post Office Ltd. The Post Office is making progress on progressing these outstanding claims.

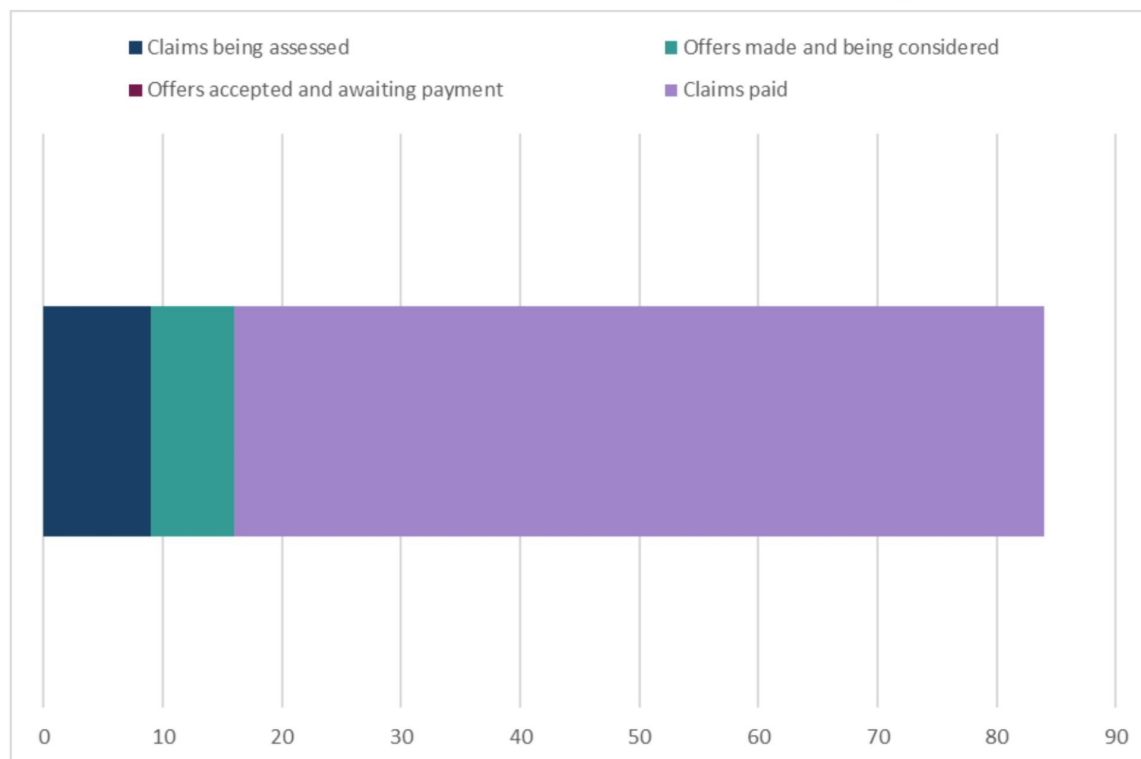


Diagram 3: a stacked bar showing the current application stages of claims received under the OC scheme.

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

4. Group Litigation Order (GLO) scheme

Out of the 555 who were members of the GLO, 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 OC scheme. If their conviction has been overturned by the legislation, they are eligible for the HCRS.

As of 28 February 2025, full and final redress has been agreed with 273 claimants, of whom 153 accepted the £75,000 fixed offer. Full and final redress has been paid to 272 claimants, with a further 216 individuals have received partial or interim redress payments, including people who have not yet submitted full claims. In total, 488 claimants have received some form of payment (full and final, partial or interim redress payments).

4.1 Full and final claimant stages

There are 492 claimants eligible for financial redress through the GLO scheme. As of 28 February 2025, 431 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.

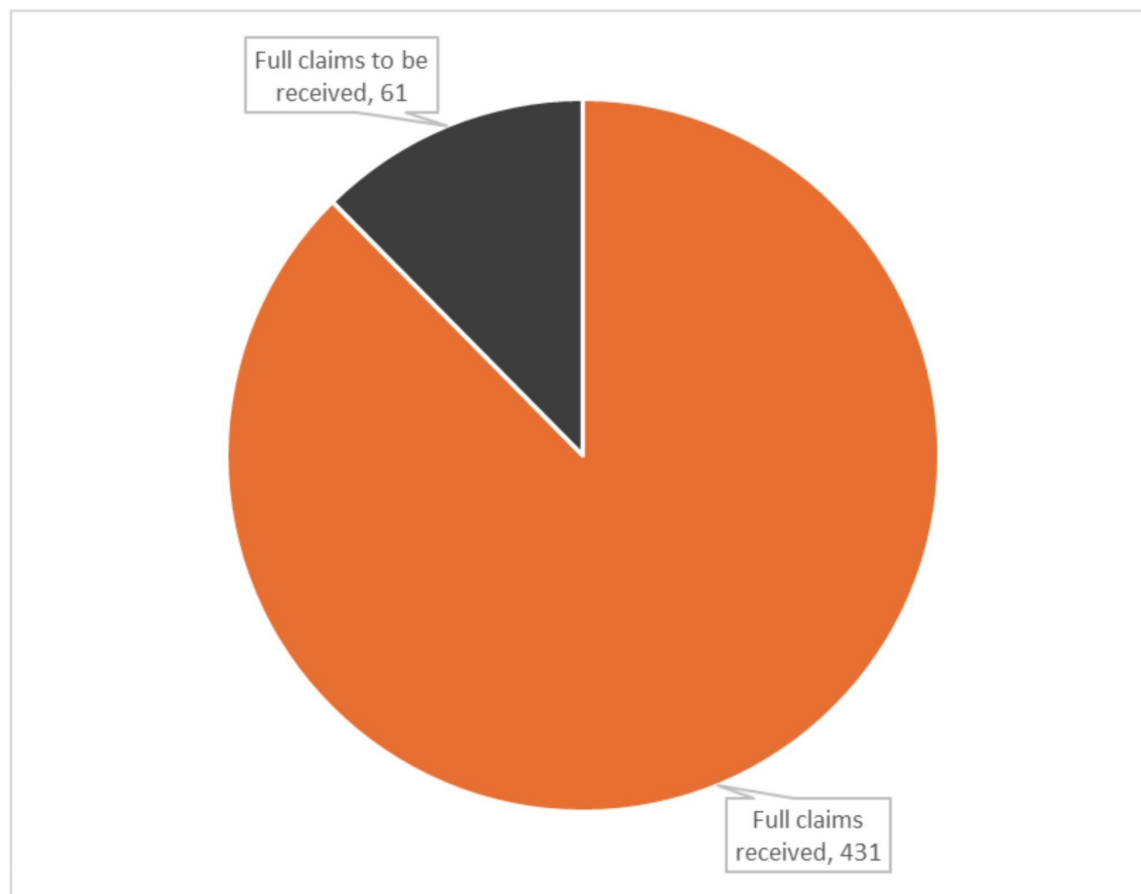


Diagram 4: a pie chart showing the breakdown of full and final claims received against those yet to be received for claimants eligible to receive financial redress under the GLO scheme.

View the [web accessible version of diagram 4](#).

Of these 431 claims, 272 have been paid and another offer has been accepted but is awaiting payment. Another 137 postmasters have received offers from the Department for Business and Trade (DBT) and the remaining 21 are awaiting offers.

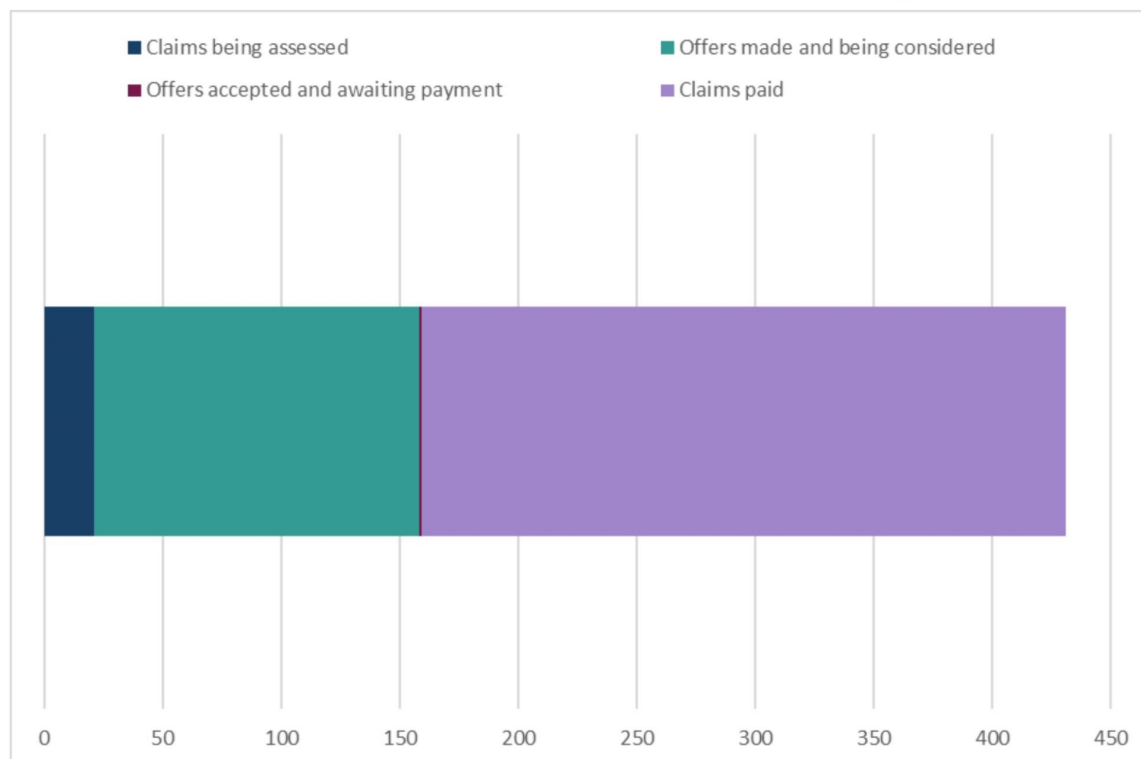


Diagram 5: a stacked bar showing the current application stages of claims received under the GLO scheme.

View the [web accessible version of diagram 5](#).

4.2 Scheme delivery target

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 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 28 February 2025, 89.6% of claimants received their first offer within 40 working days of submitting a full claim.

DBT'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 28 February 2025, 95% of claimants (18 out of 19) who submitted complete challenges after 1 December 2024 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 2024 will be left behind.

4.3 £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 28 February 2025, 273 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.

5. Horizon Shortfall Scheme (HSS)

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

The closure date for applications was 27 November 2020, but Post Office Ltd 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 Ltd has received 6,150 eligible late claims to date.

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

The £374 million paid out on the HSS includes £33.5 million in interim payments to original claimants and £8.7 million in interim payments to late applications.

On 13 March 2024, the government announced that all eligible HSS claimants would be entitled to a fixed sum award of £75,000 to settle their claim.

Post Office Ltd continues to make top-up payments to claimants who had previously accepted a full and final offer below the value of £75,000, to bring their total redress to £75,000.

Post Office Ltd has also started to make payments of the full £75,000 fixed sum award to HSS applicants who have not previously received redress but have now accepted this offer. The number and amount of offers and payments made for the full fixed sum are now included in the HSS figures below and in the HSS eligible late claims figures on the 'Claim data by scheme' table.

As of 28 February 2025, approximately £223 million has been paid in award top-ups and £75,000 awards.

5.1 Eligible claimant stages

As of 28 February 2025, 8,567 claims for financial redress have been received through the HSS. This includes applications received before the original deadline, and applications received since the scheme reopened in October 2022.

Of the total 8,567 claims received, 4,058 have been paid and a further 82 have accepted offers and are awaiting payment. Another 1,106 claimants are currently in receipt of offers that they have not yet accepted and the remaining 3,321 claimants are awaiting offers from Post Office Ltd.

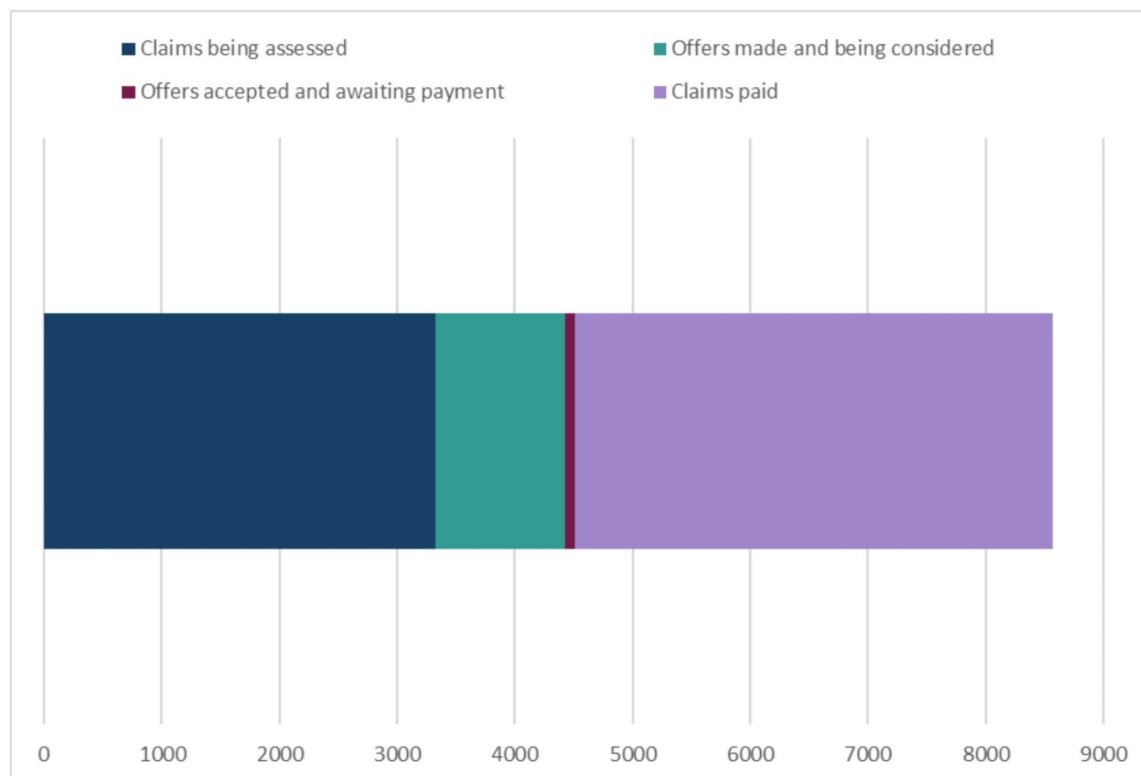


Diagram 6: a stacked bar showing the current application stages of claims received under the HSS.

View the [web accessible version of diagram 6](#).

6. 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 DBT, 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.

6.1 Full and final claimant stages

As of 28 February 2025, 299 full and final claims for financial redress have been received through the HCRS. Of these 299 claims, 273 have received payments and the remaining 26 have accepted offers for redress and are awaiting payment from DBT.

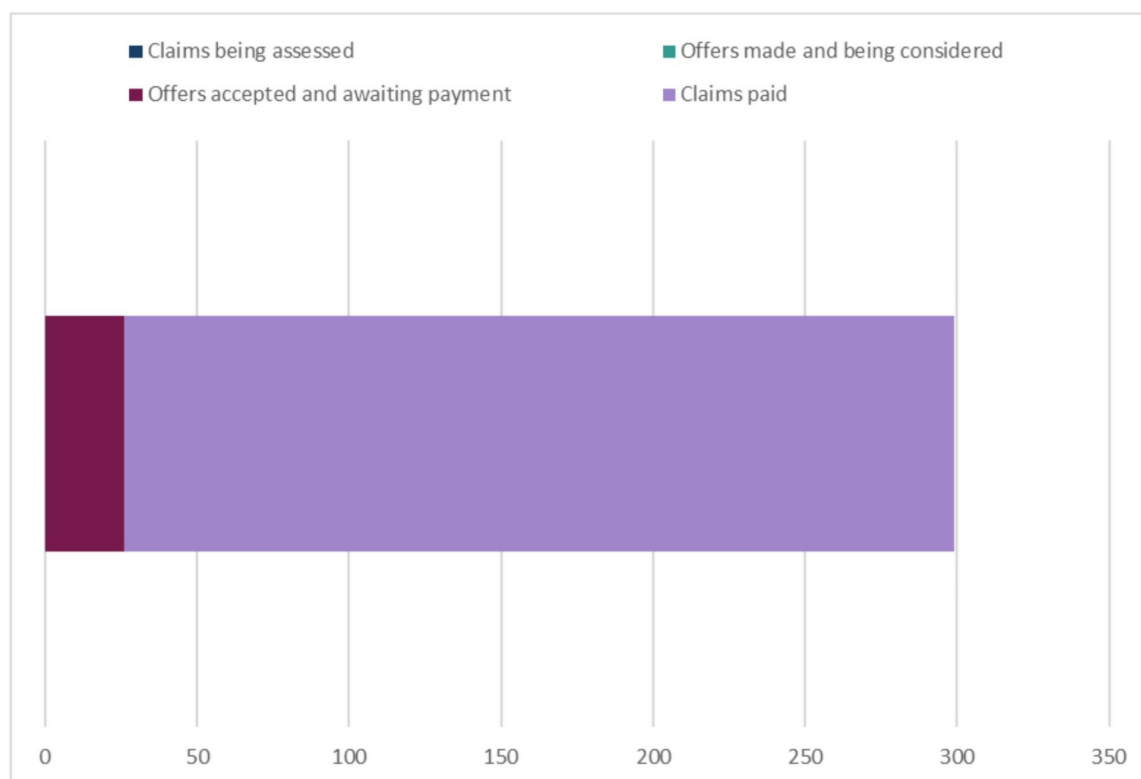


Diagram 7: a stacked bar showing the current application stages of claims received under the HCRS.

View the [web accessible version of diagram 7](#).

7. Post Office data

These data are 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>).

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) (<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://www.gov.uk/government/publications/post-office-horizon-system-offences-act-2024-quashed-convictions-management-information) (<https://www.gov.uk/government/publications/post-office-horizon-system-offences-act-2024-quashed-convictions-management-information>).

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/) (<https://corporate.postoffice.co.uk/en/horizon-scandal-pages/overturned-convictions-and-financial-redress-information-on-progress/>)
- [updates on the HSS](https://corporate.postoffice.co.uk/horizon-scandal-pages/horizon-shortfall-scheme-information-and-data/) (<https://corporate.postoffice.co.uk/horizon-scandal-pages/horizon-shortfall-scheme-information-and-data/>)
- [reports on Horizon financial redress](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/>)

8. Web accessible tables

8.1 Financial redress paid

Month	HSS (£ million)	GLO (£ million)	OC (£ million)	HCRS* (£ million)	Total (£ million)
Mar-24	111	39	41	Not applicable	190

Month	HSS (£ million)	GLO (£ million)	OC (£ million)	HCRS* (£ million)	Total (£ million)
Apr-24	113	42	42	Not applicable	196
May- 24	122	54	46	Not applicable	222
Jun-24	124	64	49	Not applicable	236
Jul-24	126	80	54	Not applicable	261
Aug- 24	144	87	56	1	289
Sep-24	196	97	59	11	363
Oct-24	230	106	60	42	438
Nov-24	245	115	61	79	499
Dec-24	277	122	65	129	594
Jan-25	315	128	65	156	663
Feb-25	374	139	66	190	768

*The HCRS was announced in July 2024. The first payments to claimants were made in August 2024.

8.2 Overturned Convictions (OC): full and final claims

Application status	Number of applications	Percentage (%)
Full claims received	84	76
Full claims to be received	27	24
Total	111	100

Application stage	Number of applicants	Percentage (%)
Claims being assessed	9	11
Offers made and being considered	7	8
Offers accepted and awaiting payment	0	0
Claims paid	68	81
Total	84	100

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

Application status	Number of applications	Percentage (%)
Full claims received	431	88
Full claims to be received	61	12
Total	492	100

Application stage	Number of applicants	Percentage (%)
Claims being assessed	21	5
Offers made and being considered	137	32
Offers accepted and awaiting payment	1	0
Claims paid	272	63
Total	431	100

8.4 Horizon Shortfall Scheme (HSS)

Application stage	Number of applicants	Percentage (%)
Claims being assessed	3321	39
Offers made and being considered	1106	13
Offers accepted and awaiting payment	82	1
Claims paid	4058	47
Total	8567	100

8.5 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	26	9
Claims paid	273	91
Total	299	100



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