



[REDACTED]

Date  
4 December 2024

[REDACTED]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/01457

We are writing in response to your email received by Post Office Limited (“Post Office”) on 5 November 2024, which has been dealt with under the terms of the Freedom of Information Act 2000 (“FOIA”).

In your email, you have requested the following shown verbatim in bold with our answers in turn below:

- 1. “The total, average and range of the time between an offer being made to claimants, subpostmasters wrongly convicted as part of the Horizon scandal, to the Post Office run-Horizon Shortfall Scheme, and an offer being accepted. Please include the shortest and longest time frame in days and the average number of days in medium and/or mean..”**
- 2. “The total, average and range of the amount (in £) of first offers made to claimants, subpostmasters wrongly convicted as part of the Horizon scandal, to the Post Office run-Horizon Shortfall Scheme. Please include the lowest and highest amount in pounds sterling and the average amount in medium and/or mean.**
- 3. “The total, average and range of the amount (in £) of offers accepted by claimants, subpostmasters wrongly convicted as part of the Horizon scandal, to the Post Office run-Horizon Shortfall Scheme.”**

With respect to questions 1-3 of your request, under section 16 of the FOIA

and our duty to advise and assist, please be aware that any claimants or postmasters wrongly convicted who initially applied for the Horizon Shortfall Scheme (“HSS”) have been moved over to Overturned Convictions (“OC”).

**4. “The total number of claims to the Post Office run-Horizon Shortfall Scheme, including how many claims have been accepted and how many are ongoing (still being negotiated)”**

The total number of eligible claims to the HSS 4,543, with 3,033 offers made and 2,559 accepted.

For more information on the HSS, please visit the following link:

<https://corporate.postoffice.co.uk/en/horizon-scandal-pages/horizon-shortfall-scheme-latest-data-on-progress/>

For more information on OC, please visit the following link:

<https://corporate.postoffice.co.uk/en/horizon-scandal-pages/overturned-convictions-and-financial-redress-information-on-progress/>

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing [information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk).

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113  
[www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team

[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)

<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

**Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)**