



Post Office Horizon Shortfall Scheme

January 2025 Report

Introduction

The Horizon Shortfall Scheme (HSS) aims to independently assess and resolve full assessment applications from current and former Postmasters who believe they may have been affected by shortfalls related to previous versions of Horizon. Since September 2024, current and former Postmasters can apply for the £75k Fixed Sum Award as an alternative to having their claim fully assessed. The HSS does not apply to those who have Horizon-related criminal convictions or were plaintiffs in the GLO.

If a Postmaster is unhappy with their claim outcome, they can seek legal advice at Post Office's cost and also take advantage of a dispute resolution process which includes independent mediation. A Government-led Appeals process is also expected soon.

Figures

The position in respect of claims as at 3 January 2025 and 30 September 2024 is as follows:

Offer and Payment progress for original 2,417 eligible claimants	3 Jan 2025	30 Sept 2024
Number of eligible claims still awaiting an offer	0	0
Total number of settlement offers sent to date	2417	2417
Total value of settlement offers made to date (does not include the separate offers for tax top-up payments or offers for top-up payments to £75k for eligible claimants)	£114.14m	£112.6m
Total paid to applicants to date (includes all payments as detailed below)	£207.63m	£175.29m
Total number of final settlement payments made to date	2082	2072
Total value of final settlement payments made to date	£73.44m	£70.92m
Total value of interim payments made to date	£32.70m	£31.47m
Total number of Top-Up payments to £75k made to date	1457	991
Total value of Top-Up payments to £75k made to date	£87.44m	£59.57m
Total number of Tax Top-Up payments made to date	1854	1781
Total value of Tax Top-Up payments made to date	£14.05m	£13.33m
Claims going through dispute resolution	218	282



Offer and Payment progress for subsequent applications (since Oct 2022)	3 Jan 2025	30 Sept 2024
Number of eligible claims received to date	2111	1762
Total number of full assessment settlement offers sent to date	456	355
Total number of fixed sum award settlement offers sent to date	494	58
Total value of settlement offers made to date (does not include offers for Tax Top-up payments or offers for Top-Up payments to £75k for eligible claimants)	£27.10m	£20.20m
Total paid to applicants to date (includes all payments as detailed below)	£57.44m	£20.8m
Total number of full assessment final settlement payments made to date	288	228
Total value of full assessment final settlement payments paid to date	£11.16m	£9.16m
Total value of interim payments paid to date	£7.58m	£6.23m
Total number of fixed sum (£75k awards) paid to date	376	0
Total value of fixed sum (£75k awards) paid to date	£28.18m	£0
Total number of Top-Up payments to £75k made to date	155	69
Total value of Top-Up payments to £75k made to date	£8.61m	£4.1m
Total number of Tax Top-Up payments made to date	228	174
Total value of Tax Top-Up payments made to date	£1.91m	£1.31m
Claims going through dispute resolution	80	91

Observations

- The £75k Fixed Sum Offer (FSO) continues to be a key focus of attention. Postmasters who have previously accepted an offer below £75k have been offered a top up to £75k and claimants yet to accept an offer have been told about the FSO. In addition, over 19k Postmasters who have not yet applied to the HSS have been contacted and up to another c.10k are expected to be invited over the next couple of months. We have engaged with ‘Voice of the Postmaster’ and the NFSP and are using internal systems to point current Postmasters to the new application form on the website. National media advertising and social media is being considered too, likely alongside the announcement of an HSS end date later this year.
- POL has revised its forecast assumptions to expect 95% of new HSS applications to be for the FSO, rather than full assessment. The current trend is actually 97%.
- Post Office is considering what steps it can take to reduce the time between application and Offer, particularly in the fully assessed space. Some automation is under way and other initiatives are being explored.

3 January 2025