



[Redacted]
[Redacted]

Date
7 November 2025

Post Office
100 Wood Street
London EC2V 7ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2025/00736

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 11 October 2025. In your email, you have requested the information shown verbatim in bold below:

"Government responds to Horizon Inquiry report recommendations - GOV.UK <https://share.google/Q5DpDXmkXL4b5idSo>

Post Office Horizon IT Inquiry: statement on full and fair financial redress - GOV.UK <https://share.google/RWiQR6ISHYy5hYDYV>

I am writing in light of the recent re-direction issued by GOV.UK concerning the handling of claims within the remediation process. It is imperative to receive firm confirmation from you that you personally, and every member of your Remediation Team, are fully invested in implementing this directive without reservation.

The changes set out in the Government communication are intended to deliver a measurable improvement in efficiency, fairness, and transparency. Claimants must be able to clearly perceive and experience this shift in approach through the manner in which their claims are processed, assessed, and concluded.

Accordingly, I ask you to set out, in precise terms:

How your team will operationalise the re-direction's requirements.

Concrete indicators or outcomes that will demonstrate to Claimants that their cases are being handled differently and in line with the new policy.

Assurance that there is no divergence in interpretation or application among your staff.

Confirmation that a summary review will be undertaken to ensure full compliance with these new directives prior to releasing any new or reviewed Offers.

A formal undertaking that no new or reviewed Offers will be issued until the required summary compliance review is both documented and approved.

Please be advised that any failure to meet these standards or to evidence full compliance with the new directives will be treated as a serious procedural breach. In such an event, the matter will be escalated without delay to the relevant oversight and regulatory bodies for immediate review and appropriate action.

This matter is not simply procedural - it is a question of accountability, trust, and the restoration of confidence in the claims process. I expect a detailed response within one month, confirming full alignment with the GOV.UK directive and the proactive steps being taken to ensure its visible impact."

Whilst we initially responded stating that we were handling your email under the terms of the Freedom of Information Act 2000 ("**FOIA**"), after careful consideration, we do not consider that your email contains a request for recorded information. We are, therefore, handling your email outside the FOIA.

In answer to your overarching question as to how Post Office and the Department for Business and Trade ("**DBT**") are ensuring alignment with the Post Office Horizon IT ("**POHIT**") Inquiry recommendations, we have set out information below to be as helpful as possible.

The immediate action following the announcement was for Post Office to make direct contact with those postmasters affected by the POHIT Inquiry responses. This contact was in part to inform postmasters, who had previously submitted claims, of how the Post Office adoption of the recommendations affects them and any next steps which may be required.

Further mailing is planned to the postmasters who have not yet submitted a claim, to encourage them to submit claims prior to the closure of the Horizon Shortfall Scheme (“HSS”) by 11.59pm on 31 January 2026.

As you have seen, a Post Office and DBT joint statement was published on 9 October 2025 setting out the definition of full and fair redress. Following the publication of this definition, Post Office has been in the process of updating a number of the HSS core Scheme documents and these will soon be published on Post Office’s website incorporating, where necessary, the published definition.

We suggest you visit the Post Office website in the coming weeks, and you will be able to review these updated documents once they are published. Some documents such as the ‘Questions and Answers about the Horizon Shortfall Scheme’ and the ‘Frequently Asked Questions about the £75,000 Fixed Sum Award’ have already been updated on our website. These can be viewed at the link below, alongside several other helpful documents:

<https://www.onepostoffice.co.uk/scheme>

On 9 October 2025, Post Office Chairman, Nigel Railton, wrote to the POHIT Inquiry providing Post Office’s response to the recommendations, indicating our firm commitment to implementing those recommendations. This letter can be found at the link below:

https://corporate.postoffice.co.uk/media/zippgl3y/20251009_letter-to-sir-wyn_final.pdf

Regarding the recommendation that a senior lawyer be appointed to oversee aspects of the HSS to help ensure full, fair and swift outcomes for postmasters, we can confirm that DBT has publicly announced that Sir Gary Hickinbottom has been appointed to this important role. We are working with DBT to ensure that this senior

lawyer role comes into force as quickly as possible and further updates will be published on our website in due course.

You can find out more about this appointment and DBT's response to the POHIT Inquiry report (volume 1), via the following link on GOV.UK:

<https://www.gov.uk/government/publications/government-response-to-the-post-office-horizon-it-inquiry-report-volume-1/government-response-to-the-post-office-horizon-it-inquiry-report-volume-1>

Yours sincerely,

Information Rights Team

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