Post Office Horizon Shortfall Scheme

September 2026 Report

Introduction

The Horizon Shortfall Scheme (HSS) aims to assess and resolve 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 (FSO) 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 since other schemes exist for these individuals.

If a Postmaster is unhappy with their fully assessed claim outcome, they can seek legal advice, which Post Office will cover reasonable costs for, and either take advantage of a dispute resolution process which includes independent mediation or use the Government-led Appeals process, HSSA.

Figures

The position in respect of claims as at 30th September 2026 and 30th June is as follows:

Offer and Payment progress for original 2,417 eligible claimants	30th Sep 2026	30th June 2026
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)	£118.4m	£115.6m
Total paid to applicants to date (includes all payments as detailed below)	**£236.92m**	**£235.41m**
Total number of final settlement payments made to date	2135	2136
Total value of final settlement payments made to date	£76.96m	£76.79m
Total value of interim payments made to date	£39.83m	£39.30m
Total number of Top-Up payments to £75k made to date	1657	1657
Total value of Top-Up payments to £75k made to date	£98.04m	£98.04m
Total number of Tax Top-Up payments made to date	2051	2030
Total value of Tax Top-Up payments made to date	£22.09m	£21.10m
Claims going through dispute resolution	39	40

Offer and Payment progress for subsequent applications (since Oct 2022)	30th Sep 2026	30th June 2026
Number of eligible claims received to date	2487	2571
Total number of full assessment settlement offers sent to date	1071	998
Total number of fixed sum award settlement offers sent to date	1355	1351
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)	£61.40m	£58.50m
Total paid to applicants to date (includes all payments as detailed below)	**£186.32m**	**£180.72m**
Total number of **full assessment** final settlement payments made to date	592	593
Total value of **full assessment** final settlement payments paid to date	£34.40m	£34.29m
Total value of interim payments paid to date	£21.72m	£21.08m
Total number of fixed sum (£75k awards) paid to date	1326	1279
Total value of fixed sum (£75k awards) paid to date	£98.58m	£95.16m
Total number of Top-Up payments to £75k made to date	396	393
Total value of Top-Up payments to £75k made to date	£21.94m	£21.75m
Total number of Tax Top-Up payments made to date	610	560
Total value of Tax Top-Up payments made to date	£9.67m	£8.44m
Claims going through dispute resolution	6	13

Observations

- **All Payments** - Payments under the Horizon Shortfall Scheme continue to progress, with a total of £423.24m (Original Pre Oct 22 £236.92m + Post Oct 22 £186.32m) paid to applicants as of 30 September 2026, inclusive of final settlements, interim payments, fixed sum awards and top-up payments.
- **Settlement Payments Only** - 2,727 (Original Pre Oct 22 2,135 + Post Oct 22 592) final settlement payments have been made to date, with a total value of £111.36m (Original Pre Oct 22 £76.96m + Post Oct 22 £34.40m), reflecting the continued completion of fully assessed claims.
- **£75K Top Up Payments Only** - Top-up payments to £75k remain a key feature of the Scheme, with 2,053 (Original Pre Oct 22 1,657 + Post Oct 22 396) payments made and a total value of £119.98m (Original Pre Oct 22 £98.04m + Post Oct 22 £21.94m) paid to eligible applicants.
- The independent 'Horizon Shortfall Scheme Appeals' (HSSA) process, launched in 2025 and delivered by the Government Department for Business, Innovation, Science and Trade (BIST), continues to provide a post-offer challenge pathway. Further, BIST have now announced that the FSO permission to appeal process will open to registrations from postmasters on 2 November 2026.