



Post Office Horizon Shortfall Scheme

April 2025 Report

Introduction

The Horizon Shortfall Scheme (HSS) aims to independently 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 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 fully assessed 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 has also been launched.

Figures

The position in respect of claims as at 31 March and 3 January 2025 is as follows:

Offer and Payment progress for original 2,417 eligible claimants	31 March 2025	3 Jan 2025
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)	£116.90m	£114.14m
Total paid to applicants to date (includes all payments as detailed below)	£217.09m	£207.63m
Total number of final settlement payments made to date	2107	2082
Total value of final settlement payments made to date	£75.11m	£73.44m
Total value of interim payments made to date	£33.71m	£32.70m
Total number of Top-Up payments to £75k made to date	1571	1457
Total value of Top-Up payments to £75k made to date	£93.84m	£87.44m
Total number of Tax Top-Up payments made to date	1867	1854
Total value of Tax Top-Up payments made to date	£14.43m	£14.05m
Claims going through dispute resolution	201	218



Offer and Payment progress for subsequent applications (since Oct 2022)	31 March 2025	3 Jan 2025
Number of eligible claims received to date	2300	2111
Total number of full assessment settlement offers sent to date	589	456
Total number of fixed sum award settlement offers sent to date	758	494
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)	£37.90m	£27.10m
Total paid to applicants to date (includes all payments as detailed below)	£95.50m	£57.44m
Total number of full assessment final settlement payments made to date	381	288
Total value of full assessment final settlement payments paid to date	£19.97m	£11.16m
Total value of interim payments paid to date	£9.71m	£7.58m
Total number of fixed sum (£75k awards) paid to date	681	376
Total value of fixed sum (£75k awards) paid to date	£51.17m	£28.18m
Total number of Top-Up payments to £75k made to date	222	155
Total value of Top-Up payments to £75k made to date	£12.36m	£8.61m
Total number of Tax Top-Up payments made to date	258	228
Total value of Tax Top-Up payments made to date	£2.29m	£1.91m
Claims going through dispute resolution	90	80

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 18k 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 have used internal systems to point current Postmasters to the Scheme information and FSO option and application form on the website. Alongside any announcement of an HSS end date when agreed, we would expect to write again.
- Post Office has revised its forecast assumptions to expect 95% of new HSS applications to be for the FSO, rather than full assessment.
- Post Office is considering what steps it can take to reduce the time between application and Offer, particularly in the fully assessed space. Further automation is under way and other initiatives are being explored.

13 May 2025