



Horizon Compensation Advisory Board

Report of twenty-ninth meeting held on 26 February 2026

Members present: Prof. Christopher Hodges (Chair); Lord Arbuthnot; Lord Beamish;
Prof. Richard Moorhead

Also present: Carl Creswell; Rob Brightwell; Marcia King; Charlotte Heyes; Eleri Wones
(all Department for Business and Trade – “DBT”).

Redress Programme Progress

- The Board were pleased to see that there has been continued progress in issuing redress.

Horizon Shortfall Scheme

- The Board noted the closure of the Horizon Shortfall Scheme (HSS) at end January to new applications. They noted that the Post Office had said that fixed sum offers should be resolved by summer 2026, with the majority of fully assessed cases dealt with by the end of 2026.
- They thanked all of those involved in delivering redress.
- Board members also encouraged all postmasters who had not yet replied to offers to progress them. They noted that independent support and advice was available to postmasters who may be finding the process difficult.

GLO Scheme

- The Board noted that the GLO scheme had provided redress to the majority of those eligible. They noted that, as of 31 January, 15 claimants were yet to submit a completed claim. Officials were working closely with claimants’ lawyers to encourage claims in all the remaining cases.
- DBT explained that given the small number of claimants remaining, officials were considering when the scheme should set a closure date for new applications, and a date for when it will close altogether. Well before the scheme closed, there would be a public announcement so that remaining claims could come forward.
- The Board were broadly supportive of the Department setting closure dates, provided there was sufficient notice to claimants and context about the low number of outstanding claims. They reiterated their encouragement for remaining claims to come forward and the need for sensitivity in relation to claimants struggling to apply for mental health reasons .

Capture and HCRS Schemes

- The Board received reports of positive claimant experiences and outcomes in the Capture scheme.
- They also acknowledged media reporting that some claimants were dissatisfied with the value of their awards. The scheme had as its aim the full and fair redress of all claimants and there were opportunities in the scheme process for claimants to have their case independently reviewed if they are unhappy with the amounts offered.
- The Board also encouraged claimants to seek legal representation, particularly in the Capture, HSS appeals and Horizon Conviction Redress schemes where it is available from the outset to help postmasters put their claim together with consequent benefits to their claims.

Prosecuted not convicted cases

- DBT provided an update on the progress of prosecuted not convicted cases across the programme. The Board noted the delays in dealing with these cases but were encouraged by work which has been done to speed up the sharing of information across organisations which will improve the pace of assessment. They raised potential concerns about tests for admittance to the scheme and DBT agreed to provide further information.

Family members

- Officials reported on the continuing development of plans for assessing family members' claims. The Board provided their views on how awards could be calculated. There was a good case for flat-rate awards as an option for all but the most severe cases, to minimise the evidence required and the potential to cause stress to claimants. For similar reasons, in more serious cases there was a case for echoing the approach of the Capture scheme, which assessed an overall narrative of the scandal's impact rather than looking in detail at evidence of each type of loss. Board members provided advice on possible benchmarks which could be used in setting the flat-rate awards.

AOB

- The Board acknowledged the positive reaction following the publication of the Government's response to the Green Paper on the future of the Post Office.