



Horizon Compensation Advisory Board

Report of thirty-first meeting held on 19 May 2026

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

Apologies: Lord Beamish

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

1. Acknowledgements

- The Board reiterated their interest in the Department for Work and Pensions’ (DWP) review of prosecutions of people who worked for the Post Office. They also reiterated their wish to meet with the reviewer, currently being appointed by DWP, when they take up their role.
- The Board provided an update on their ongoing correspondence with the Criminal Cases Review Commission on matters relating to appeals.
- The Board discussed matters related to the Scottish cases, prosecuted but not convicted claimants, and recent engagement with the Metropolitan police.
- The Board noted that a number of issues identified in recent discussions would benefit from further and collective consideration, and agreed to review these further with DBT.
- The Board also provided an update on their recent meeting with the Financial Reporting Council.

2. Scheme Statistics

- DBT provided an update on the launch of permission to appeal fixed sum offers on the Horizon Shortfall Scheme (HSS), ahead of the announcement on 20 May.
- The Board welcomed recent progress on HSS claims settled.

3. AOB

- The Board discussed ongoing work on matters relating to restorative justice and their governance, emphasising the need for this to be sufficiently independent for victims to feel comfortable and willing to engage as fully as they would like. DBT confirmed that it wanted this work to be strongly led by postmasters’ wishes and that the Post Office and Fujitsu shared that view.

- The Board also discussed the importance of ensuring that complicated matters of redress continue to be tackled, up until and following the second report of the Inquiry.
- The Board expressed their concern at reports of improper intermediaries approaching postmasters and offering support for their claims for a fee. DBT expressed concern also and provided an update on efforts to tackle this issue, including reporting to the police where the claims have been identified as suspicious. The Board raised the possibility of checking the status of such claims managers, liaising with the Financial Conduct Authority in their role regulating claims management companies and challenging any that DBT/Post Office came into contact with that were unregulated and/or engaging in sharp practice.