



Department for Business & Trade

Rebekah Foot, Katie Burrows
Lost Chances

By email to:
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14 July 2026

Dear Rebekah and Katie,

Horizon Family Members Redress Scheme

I wanted to write to update you on the progress of the Horizon Family Members Redress Scheme and on next steps.

We greatly value the time and insight that Lost Chances has provided as the department has developed its approach. We are continuing to consider the feedback we have received and how to reflect it in the scheme. We intend to provide a further policy update later in the year, ahead of the scheme becoming fully operational.

As an important next step, on 16 July 2026, we will open a registration process for prospective applicants. An online form on gov.uk will allow applicants to enter information required to start their initial checks once cases start being processed later in the year. These applicants will be the first to have their claims checked once cases are processed.

The form will be accessed from this page:

<https://www.gov.uk/government/publications/register-for-the-horizon-family-members-redress-scheme>.

Wider information on the scheme can be found at this link:

<https://www.gov.uk/government/collections/horizon-family-members-redress-scheme>.

This will allow close family members of existing Horizon claimants to register their interest in the scheme and provide initial information so that we can prepare for full operation later this year. Guidance for applicants to consider ahead of registering for the scheme can be found here.

I would like to make clear no cases are being reviewed yet. No casework will begin, and no applications will be assessed, until later in the year when a supplier is in place to review cases. We believe that opening registration is an important step forward in the meantime, to enable future claimants to provide information that will help get the scheme up and running fully later in the year.

We currently expect the scheme to become fully operational in the autumn, subject to the completion of the necessary procurement activity. We will provide further information, including detailed guidance for applicants, ahead of that stage.

We recognise that many families have waited a long time for progress, and we remain committed to establishing a scheme that is fair, robust and as straightforward as possible for those who have been affected.

Thank you again for your continued engagement with this important work. We look forward to continuing work with Lost Chances as the scheme progresses.

Yours sincerely,

C.Creswell

Carl Creswell
Director, Post Office Policy