

Further detail on outreach across the redress schemes is set out below.

Group Litigation Order (GLO) Scheme

The GLO scheme has a known cohort of 492 potential claimants.

The scheme was designed in consultation with the Justice for Subpostmasters Alliance (JFSA) and their legal advisors. The department conducted an informal consultation with eligible postmasters about two key aspects of the scheme by means of a [letter](#) from the then Minister. Ministers wrote to claimants again in March 2023 and February 2024.

At the request of the claimants' lawyers, subsequent engagement has been largely through them. The department meets each of the main firms involved once or twice a month and holds occasional round-table meetings for all lawyers involved in the scheme.

A small number of legally represented claimants had not submitted claims by late 2025. By agreement with their legal representatives, the department wrote directly to these individuals, providing specific reassurances about the scheme plus the offer of individual meetings or calls. Some responded directly; all have progressed their claims. The department has also reached out on several occasions by email to the one potential claimant who is not legally represented and has not submitted a claim. The department has also worked with the JFSA to encourage submission of the remaining claims.

As of 22 May 2026, the department has received full claims from 482 of the 492 eligible claimants and remains in contact with all claimants or their legal representatives where claims are outstanding.

Horizon Convictions Redress Scheme (HCRS)

The HCRS scheme relates to a defined cohort of individuals whose convictions have been overturned. Claimants have been contacted by the Ministry of Justice or other justice authorities and can approach the department themselves via an online application if they believe that their conviction should have been overturned. The Ministry of Justice is currently preparing for a further round of outreach.

The department has undertaken outreach via legal representative groups with large existing networks of postmasters, and sought advice from the Horizon Compensation Advisory Board and the National Federation of SubPostmasters on any further routes to contact individuals potentially within scope. There is, however, a balance to be found between concerted efforts to contact those who may not be aware of their entitlement to redress and respecting the wishes of those who have chosen not to reopen a traumatic and difficult chapter of their lives.

The department wrote last year to those who were informed their convictions had been quashed (following letters sent by the justice authorities) but had not yet applied to the scheme, encouraging them to apply. The department has sent 142 letters, which led to 29 further individuals registering as of the end of December 2025.

Horizon Shortfall Scheme (HSS)

The Post Office wrote to over 33,000 potential claimants (current and former postmasters who are not eligible for other schemes) to inform them about the scheme. This was followed by a second round of letters and a media campaign which reached an audience of 4.3m people to raise awareness of the January 2026 closing date. Stakeholder organisations such as the National Federation of Subpostmasters also contacted claimants to reinforce awareness of the January 2026 deadline.

An extensive campaign was undertaken by the Post Office to encourage new applicants. Invites were sent to claimants before the announcement of the scheme closure, and after. As the recent NAO report explains (p.46), "Post Office Limited conducted a successful outreach campaign to potential claimants between October and December 2024, which resulted in an increase in claims. During this period, it sent 19,700 letters to potential claimants informing them about the fixed sum offer, and issued a further 8,300 letters during 2025. Post Office Limited has also sent 21,000 letters to eligible subpostmasters who have not yet applied, following the announcement of the closure of the scheme. In total, it has sent over 49,000 letters to former and current subpostmasters since the fixed sum offer was introduced".

Largely driven by the mailout to potential HSS applicants since October 2024, a total of 14,086 eligible HSS applications have been received, including the original 2,417 and 11,669 late applications, as of 22 May 2026.

There is a small cohort of claimants who are very difficult to contact; either because the postmaster has unfortunately passed away, moved, or the company has dissolved. The Post Office is making every effort to contact these individuals, by working with DWP and with Arkline UK, who are legal agents specialising in tracing services.

The Government considers the Post Office has taken reasonable steps to reach the eligible cohort and is confident that the overwhelming majority have now come forward. In recognition that some individuals may still not have engaged, there is a provision for exceptional late applications, particularly where there are vulnerabilities or good reasons for missing the deadline.

The HSS Fixed Sum Offer Appeals process will be launched later this year, and all claimants who have accepted the fixed sum offer will be written to.

Horizon Shortfall Scheme Appeals

The HSS Appeals process is open to the majority of HSS claimants.

Since spring 2025, the department has taken a phased approach to raising awareness of the appeals process. This has included targeted mailouts by the Post Office to all eligible individuals at scheme launch (April), engagement via postmaster representative groups during wider roll-out (May), a further direct mass mailout to all potential eligible postmasters ahead of the January 2026 deadline for DRP-transfer and settled-claim cohorts to register an HSSA appeal. Information on HSSA options is routinely included in HSS offer correspondence issued by Post Office Ltd.

Most claimants who are eligible to apply for HSSA have been sent letters. The Post Office has recently identified a small cohort of potential claimants who were not contacted as part of the mailout. The Post Office is identifying the extent of this issue and will contact any potential claimants that have been missed.

Capture Redress Scheme (Capture)

The number of Capture users is unknown, as the software was installed in only a small proportion of branches (around 13.5%) in the 1990s. To reach as many postmasters as possible, the department has communicated via MPs, media, and specialised networks. The department has also communicated to postmasters directly and has engaged legal representatives to reach out to their networks.