

## When will the Post Office be held to account?

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I share this comment by John Warren, [posted by him on the blog last night](#), with his permission.

There are three reasons for doing so. First, I have [already discussed](#) the end of the pretence that there might be ethical capitalism this morning. As is now all too apparent, the Post Office was very far from moral in its actions.

Secondly, that demise makes clear that corporations have no concern for others in their actions. It is clear that the Post Office had none.

Third, we need to make clear that there are consequences of this. In particular, it is crucial that those causing harm be personally accountable for their actions. They cannot take the upside and none of the risk. In this case, it seems certain that people took their own lives as a consequence of what the Post Office did. Those responsible for that foreseeable outcome should, in my opinion, be tried for manslaughter.

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*The first part of the Post Office Inquiry has been published today. Post Office Inquiry chair Sir Wyn Williams made 19 recommendations in the report.*

*When Sir Wyn refers to the “department”, it means the government department for business and trade.*

*1) Government and/or the Department and where appropriate the Post Office and Fujitsu shall provide written responses to recommendations by 10 October 2025.*

*2) The Minister and/or the Department in conjunction with the Post Office shall make a public announcement explaining what is meant by the phrase “full and fair financial redress”.*

*3) The Post Office, the Department and the Minister shall ensure that all decision*

makers apply the meaning to be given to the words “full and fair” when assessing the amounts to be awarded to individual claimants.

- 4) All claimants in Horizon Shortfall Scheme (HSS) shall be entitled to obtain legal advice funded by the Department prior to choosing between accepting the Fixed Sum Offer or seeking financial redress which is assessed.
- 5) Any claimant who opts to have a claim assessed may decide to accept the Fixed Sum Offer at any time thereafter up to and including the date which is three calendar months following the receipt by the claimant of a first assessed offer.
- 6) A suitably qualified senior lawyer shall be appointed to HSS as soon as is practicable.
- 7) The appointed person shall be given appropriate powers to ensure that these tasks can be performed and carried into effect.
- 8) Post Office shall be obliged to make a first offer to a claimant which is no less than the sum recommended by the Independent Advisory Panel.
- 9) Urgent consideration to whether claimants who have accepted the Fixed Sum Offer in HSS should be afforded the opportunity to appeal against their acceptance of such an offer if they are granted permission so to do.
- 10) The Department shall issue a supplementary document/announcement clarifying the meaning and intent of the “best offer” principle in the Horizon Shortfall Scheme Appeal (“HSSA”) process.
- 11) The “best offer” principle which will apply in HSSA, as explained in response to Recommendation 10, shall be equally applicable in GLOS (group litigation order scheme).
- 12) The scheme documents governing GLOS should be amended so that a right is conferred upon claimants to make oral submissions in support of their claim at the hearing convened by an independent panel.
- 13) The current Dispute Resolution Procedure in HSS should be closed once all claimants currently within the Procedure have either (a) settled their claims or (b) transferred to HSSA.
- 14) During the nine-month period, the Post Office shall engage in negotiations and/or mediation with any claimants who notify the Post Office of a desire to seek a negotiated or mediated settlement of their claim.
- 15) No claims for financial redress under HSS shall be entertained after midnight on 27 November 2025.

16) *The Department shall make a public announcement in which (a) it clarifies whether there will be any differences in the process for assessing financial redress and the process currently operating and if so, (b) it explains what those differences in the process will be.*

17) *Government shall establish a standing public body which shall, when called upon to do so, devise, administer and deliver schemes for providing financial redress to persons who have been wronged by public bodies.*

18) *The Department shall devise a process for providing financial redress to close family members of those most adversely affected by Horizon.*

19) *By 31 October 2025, the Department, Fujitsu and the Post Office shall publish, either separately or together, a report outlining any agreed programme of restorative justice and/or any actions taken by that date to produce such a programme. (Sky News Website today).*

*The 19 recommendations are an appalling indictment of Government, and its grotesque foot-dragging, even now, and in full view in the UK the government refuses to take full responsibility for the failure that ultimately lies at its door.*

*The Government is not protecting its own citizens from its own wretched and despicable failures of governance.*

*Starmer is a lawyer with vast experience; he didn't need all this to see what had happened.*

*The Government has wantonly ducked its responsibilities to the victims and the wider public. There but for the Grace of God go us all is the real lesson of everyone of the governed here. British government relies on the vital principle: "rex non potest peccare, - the king can do no wrong": especially when money, reputation or direct responsibility is involved.*