



**UK Armed Forces Compensation Scheme Biannual Statistics:
6 April 2005 to 31 March 2015**

4 June 2015

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INTRODUCTION

1. This biannual Statistical Notice provides summary statistics on claims and awards made under the Armed Forces and Reserve Forces Compensation Scheme, paying compensation for injury, illness or death caused by Service.
2. The Armed Forces and Reserve Forces Compensation Scheme (AFCS) came into force on 6 April 2005. It replaced the previous compensation arrangements provided by the War Pensions Scheme (WPS) and the attributable elements of the Armed Forces Pensions Scheme.
3. This report presents figures for claims registered and awards made between 6 April 2005 and 31 March 2015. The following areas of information are covered:
 - The number of claims, reconsiderations and appeals registered and the outcomes for these cases.
 - Service and demographic breakdowns for those awarded compensation.
 - The number of people in receipt of Guaranteed Income Payments (GIPs) and Survivors' Guaranteed Income Payments (SGIPs) under the scheme as at 31 March 2015.
4. For the first time these statistics also include information on clearance times – average working days it has taken for AFCS claims to be cleared by Veterans UK. This information has been included following consultation on the MOD Statistics Plan published in February 2015 which outlined the proposed change. A full response to the consultation will be published during the Summer of 2015.

KEY POINTS

5. Since the start of the scheme on 6 April 2005 and up to 31 March 2015;
 - 55,935^P claims have been registered, with the number of injury claims increasing year on year. This is due to a raised awareness of the scheme, as well as larger numbers who are eligible to claim, i.e. Service related injury/illness with an incident/onset date on or after 6 April 2005. The numbers may also reflect the numbers of personnel injured as a result of Operations in Afghanistan (**Table 2.1**).
 - 51,260 injury claims were cleared, of which 30,235 claims were awarded. Of these awards 1,510 included a GIP and a lump sum payment, 28,730 included a lump sum only (**Table 2.2**). The GIP and lump sum payments were paid to a total of 25,615 claimants (**Table 4.1**).
 - There were 42,820 recognised injuries/illnesses amongst the 30,235 awarded injury claims (Individuals may claim for more than one condition); of which around two-thirds fell within the tariff of injury groupings of musculoskeletal disorders (42%) and fractures and dislocations (25%) (**Table 4.3**).

- 825 survivors' claims have been cleared, of which 330 (40%) survivors' claims were awarded (**Table 2.2**).
6. On average injury/illness and reconsiderations are cleared within two and a half calendar months (**59** and **52** working days respectively) and survivors claims are cleared within four calendar months (**78** working days). In comparison appeals, on average, are cleared within ten calendar months (**203** working days).
 7. Average clearance times for injury/illness claims have decreased over the last two financial years from 138 working days in 2012/13 to 59 working days in 2014/15. This is due to additional resources within Veterans UK for AFCS workloads in 2013/14 and streamlining of process during 2014/15.
 8. As at 31 March 2015, 1,690 GIPs were in payment and 615 SGIPs were in payment (**Table 5.2**).
 9. Of the 25,615 people who have been awarded compensation for an injury/illness caused by Service, a total of 16,130 (68%) had deployed to Iraq and/or Afghanistan prior to their claim.

CONTENTS AND RELATED PUBLICATIONS

10. This report has been provided in response to the increasing number of requests for information about claims and awards under the scheme, and the number of individuals currently in receipt of ongoing compensation. A range of information is requested including further details of claims and awards (e.g. number of people awarded for a particular illness/injury) and further information on those awarded compensation (e.g. the number of people awarded AFCS compensation who deployed to Iraq/Afghanistan). The report is used by external organisations such as NHS trusts, local Government and Armed Forces charities. The report is also used to support other MOD departments in work planning and policy development.
11. The results presented in this report are presented within the following six sections:
 - **Section 1: Summary of AFCS claims process** - this section is a brief summary of the complex AFCS process, presenting summary information for injury claims (the largest group of claims) and awards.
 - **Section 2: Number of registered and cleared claims under the AFCS** - this section provides the overall numbers of claims registered and cleared under the scheme, broken down by claim type, financial year and quarter. This is provided to show the volume of claims that are dealt with under the scheme, the success rates associated with each type of claim and the key trends over time.
 - **Section 3: AFCS claim clearance times** - this section presents the average (median) clearance times for all cleared claims, by claim type and financial year. This information is presented in order to show the average time that claimants have waited for their claim to be cleared.
 - **Section 4: Recipients of Lump Sum Payments and GIPs under the AFCS** - this section gives further details (e.g. by tariff level, Service, age-group, tariff of injury grouping) for all Serving/ex-Serving personnel who have been awarded compensation for an injury/illness caused by Service. Injury/illness claims make up the majority of all claim types and Defence Statistics deal with the highest volume of requests for this area. Therefore further details are provided to deal with the demand for information on these claims.
 - **Section 5: Recipients of Guaranteed Income Payments only under the AFCS** - this section gives information on the number of people who are in receipt of ongoing compensation payments under the scheme (i.e. Serving/ex-Serving personnel with more severe injuries at tariff levels 1-11, and spouses/children in receipt of compensation as a result of a death caused by Service. It also provides a summary of demographic factors for these individuals. A GIP only begins when an individual leaves the Services and therefore this section is provided to show

the number of people that are actually in receipt of a GIP, as opposed to the number who have been awarded a GIP.

- **Section 6: Reconsiderations and Appeals cleared under the AFCS** - this section provides the number of cleared reconsiderations and appeals by claim type, outcome and quarter. This is provided to show the key trends over the time and the success rates for each type of reconsideration and appeal. Information on success rates, especially for appeals, is frequently requested.
12. Additional information on the AFCS can be found on the Gov.UK website:
<https://www.gov.uk/government/collections/armed-forces-compensation>.
 13. The War Pensions Scheme provides no-fault compensation for all ex-Service personnel where illness, injury or death is caused by Service prior to 6 April 2005. Defence Statistics publish annual summary statistics on the War Pension Scheme on the Gov.uk website:
<https://www.gov.uk/government/collections/war-pension-recipients-index>
 14. Defence Statistics also publish information on Armed Forces Pension, War Pension and Armed Forces Compensation recipients by location. This is available at:
<https://www.gov.uk/government/collections/armed-forces-compensation>

DATA, DEFINITIONS AND METHODS

Scheme information and definitions

15. Individuals are eligible to claim under the AFCS for any injury/illness/death caused by Service on or after 6 April 2005. Individuals have up to seven years to make an injury/illness claim from the date of their initial injury/diagnosis. There are some exceptions to this such as late-onset illnesses. Claims for a late-onset illness can be made at any time after the event to which it relates, as long as it is done so within three years of seeking medical advice. Families have up to three years to make a claim as a result of a death caused by Service.
16. Under the AFCS, compensation payments include a tariff-based tax free lump sum for pain and suffering associated with the injury or illness, the size of which reflects the severity of the injury or illness. There are 15 tariff levels with associated lump sums. For more serious injuries, in addition to the lump sum, a tax-free index-linked income stream known as the Guaranteed Income Payment (GIP) is paid from service termination for life to recognise loss of future earnings due to the injury or illness. Under the AFCS, a claim can be made and awarded while still in Service.
17. Where death is caused by Service the AFCS provides an income stream known as the Survivor's Guaranteed Income Payment (SGIP). This is payable to the spouse, civil partner or adult dependant for life. Compensation is also paid to eligible children, known as the Child Payment (CP).
18. The term "claim" is used to refer to both injury claims raised by a claimant as well as medical discharge and death-in-Service cases which are automatically referred to Veterans UK for consideration. The term "outcome" is used to refer to claims where Veterans UK has determined a decision and recorded this on the Compensation and Pension System (CAPS).
19. A claim is classed as registered when Veterans UK begin a workflow on the CAPS for a claim.
20. A claim is classed as cleared when Veterans UK issue a letter to the claimant informing them of the outcome of their claim, reconsideration, or appeal
21. Claims can be divided into two categories:
 - **Injury claims** - made by serving or former members of the Armed Forces for an injury or illness caused by Service on or after 6 April 2005;
 - **Survivors' claims** - those made by surviving dependants of former members of the Armed Forces where death was caused by Service on or after 6 April 2005.

Injury claims include:

- In-Service claims - those made by serving members of the Armed Forces.

- Medical discharge claims - due to the complexities of the eligibility criteria for medical discharge claims, see paragraph 22 for more information on the process.
- Post-Service claims - those made by former Service Personnel.
- Additional claims - those made following in-Service, medical discharge, or post-Service claims, to include additional information not presented in the initial claim.

Survivors' claims include:

- Death-in-Service – entitlement to compensation for surviving eligible partner and/or dependents is considered automatically by Veterans UK.
- Death-post-Service claims - those made by surviving dependants of ex-Service Personnel who died after leaving Service;
- Additional child claims - these claims are made for an additional child who was not included within the initial claim.

22. **Medical Discharge Claims:** Personnel medically discharged from Service will have a claim automatically registered under the AFCS if they meet the following criteria:

- They have served more than two years' reckonable Service.
- Their medical discharge was as a result of injury/illness due to Service on or after 6 April 2005. Where injury / illness was a result of Service prior to this date they will be considered under the WPS.
- They have not been previously awarded under the scheme following an in-Service claim for the injury/illness/condition which led to their medical discharge. Prior to the Lord Boyce Review these cases were automatically registered as a medical discharge claim but later rejected. However, since the Review these cases are no longer automatically considered. See paragraph 32 for more details on the Review.
- They are a member of the Armed Forces Pension Scheme (AFPS) 75 pension scheme; or they are a member of the AFPS 05 scheme AND are in receipt of Tier 2 or Tier 3 ill health benefits from that scheme. Further information on the AFPS 05 ill health benefits can be found on the Gov.uk website:https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/252577/afps05_mmp127_ill_health_benefits.pdf.

23. **Spanning Cases:** Spanning cases are claims considered first for entitlement under the Armed Forces Compensation Scheme, but passed to the War Pension Scheme where the cause or injury occurred prior to 6 April 2005. Between 6 April 2005 and 31 March 2015 there have been 11,900 spanning cases included within the Veterans UK workload but which are not reflected within these statistics. Please note that this figure has decreased since the last publication (11,925 at September 2014). This is due to the removal of cases that Veterans UK amended to treat as never made following a QA exercise (see paragraph 52).

24. **Lump Sums:** A tax-free lump sum payment is paid to a Service or ex-Service person as compensation for pain and suffering for an injury or illness that is predominantly caused or made worse by Service. The tariff has 15 levels, each with an associated lump sum amount which reflects the severity of the injury or illness. The lower numerical tariff levels (i.e. 1-4) reflect the more severe injuries/illnesses that are eligible for higher monetary awards. The table below shows all 15 lump sum amounts for each tariff level, both pre and post the Lord Boyce Review (see paragraph 32 for more details on the Review). The post Review amounts are the current amounts paid under the scheme.

Tariff Level	Award – Pre Lord	Award – Post Lord
	Boyce AFCS Review	Boyce AFCS Review
1	£570,000	£570,000
2	£402,500	£470,000
3	£230,000	£380,000
4	£172,500	£290,000
5	£115,000	£175,000
6	£92,000	£140,000
7	£63,825	£90,000
8	£48,875	£60,000
9	£34,100	£40,000
10	£23,100	£27,000
11	£13,750	£15,500
12	£9,075	£10,000
13	£5,775	£6,000
14	£2,888	£3,000
15	£1,155	£1,200

25. **Guaranteed Income Payments:** A Guaranteed Income Payment (GIP) is payable when an award has been made and the injury or illness is in tariff levels 1 to 11. A GIP is a tax free, index linked monthly income stream paid to recognise the effect of the injury on the future earnings capacity of the individual once they stop receiving their military salary. Therefore if a GIP is awarded as the result of an in-Service claim it will be deferred until the claimant has left the Services. Once awarded, a GIP is payable for life and uprated annually in line with inflation to the Consumer Price Index (CPI).
26. Tariff levels 1 to 11 are divided into four bands and they refer to the percentage used to calculate the annual amount of the GIP; 100% for Band A (most severe condition awarded at tariff levels 1-4, 75% for Band B (most severe condition awarded at tariff levels 5-6), 50% for Band C (most severe condition awarded at tariff levels 7-8) and 30% for Band D (most severe condition awarded at tariff levels 9-11).
27. A Survivor's Guaranteed Income Payment (SGIP) is a taxable payment designed to compensate an individual for loss of support provided by their partner where their death is due to Service. It is paid as an ongoing income stream for life and is uprated annually in line with inflation. Surviving dependants include a spouse (civil partner or adult dependant) and eligible children. Therefore an individual can be entitled to more than one SGIP if also they are also claiming for a child or children.
28. **Reconsiderations and Appeals:** If a claimant is not satisfied with the outcome of their claim they may ask for a reconsideration. Where the claimant has asked for a reconsideration only, they must provide written reasons why they disagree with the decision. The request must be received within three months from the date of notification of the outcome of the original claim.
29. If a claimant is not satisfied with the outcome of their claim they may lodge an appeal to an appropriate Tribunal. Where an appeal has been lodged and a reconsideration has not already been carried out, the agency must carry out a reconsideration of the original decision and notify both the claimant and the Tribunal of the outcome of the reconsideration. The request must be received within six months from the date of notification of the outcome of the reconsideration, or the original claim where no reconsideration has taken place. The Tribunal is totally independent from Veterans UK and their decisions are legally binding on both the appellant and Veterans UK. The Tribunal is bound by the rules of the scheme.
30. **Outcomes:**
- *Awarded:* Injury/illness accepted as due to Service AND falls under one of the tariff levels (1-15).
 - *Rejected:* Injury/illness not accepted as due to Service OR is accepted as due to Service but does not meet the minimum tariff level (15).
 - *New:* The outcome was previously rejected but awarded on reconsideration/appeal.
 - *Increased:* The tariff level previously reached is made higher on reconsideration/appeal.
 - *Maintained:* The outcome previously reached is the same as the outcome reached on reconsideration/appeal.
 - *Reduced:* The tariff level previously reached is made lower on reconsideration/appeal.

- *Favourable Reconsideration*: When a claimant has initiated an appeal before a reconsideration has taken place, the reconsideration will be conducted before notification to the Pension Appeal Tribunal. If the reconsideration is in the claimants favour then the claimant can withdraw their appeal.
- *Disallowed – Late appeal*: Applications to appeal must be received by Veterans UK within 6 months of the last date of notification. E.g. Date of notification of an original claim or reconsideration.

31. **The Tariff (Tariff of Injury Table & Tariff Level)**: The tariff is separated into nine tariff of injury tables; injuries/illnesses grouped together by common factors, and each tariff of injury table is separated into tariff levels (1-15), depending on the severity of the injury/illness. The tariff of injury tables can be found at the following link: <http://www.infolaw.co.uk/mod/docs/AFCS-2014-04-07.pdf>
32. **Lord Boyce Review**: In 2010 a review of the AFCS was conducted under the independent chairmanship of former Chief of Defence Staff, Admiral the Lord Boyce. The Review found the Scheme was fundamentally sound but required adjustment in some areas. A full summary of the Review can be found at: <https://www.gov.uk/pensions-and-compensation-for-veterans#review-of-the-armed-forces-compensation-scheme>.
33. As a result of changes recommended by the Review, Veterans UK carried out an exercise to revisit previous awards and make additional payments. Please note that any changes made to the tariff levels following this exercise are not currently recorded on the live CAPS and are therefore not reflected in this publication. Therefore the tariff levels provided in Tables 3.2 and 3.3a reflect the pre-Review decision. Defence Statistics will update this information in future releases, once the data are available on the CAPS.
34. **Armed Forces Independence Payments**: On 8 April 2013 the Ministry of Defence (MOD), in conjunction with the Department for Work and Pensions (DWP), introduced a new benefit called the Armed Forces Independence Payment (AFIP). The AFIP is a simplification of the financial support available for members of the Armed Forces who have been seriously injured as a result of Service since 6 April 2005. The AFIP will provide eligible recipients with on-going payments to help with the additional costs associated with their injuries.
35. Service personnel and veterans automatically considered eligible for receipt of the AFIP are those that are awarded a GIP at 50% or above, or two GIPs at 30% or above. Further information on AFIP can be found on the Veterans UK website: http://www.veterans-uk.info/armed_forces_indep_payment.html.

Calculation of claim clearance times

36. Information on AFCS claim clearance times (Section 3) has been presented as a median average with an inter-quartile range, rather than a mean average and standard deviation as these statistics are affected less by outliers. An outlier is an observation within a dataset that appears to be inconsistent with the remainder of the dataset.
- The median is the value in the centre of the data set when they are arranged from smallest to largest.
 - A quartile is any of three values (first/lower quartile, second quartile (median), third/upper quartile) that divides the sorted (from smallest value to largest value) dataset into four equal parts. The lower quartile (LQ) is the value that at which 25% of the values in the dataset will be below. The upper quartile (UQ) is the value that at which 75% of the values in the dataset will be below.
 - The inter-quartile range (IQR) is the range in which the middle 50% of the data points fall (i.e. the distance between the lower and upper quartile). The longer the inter-quartile range the wider the spread of data.
37. The median has been presented in these statistics as it better reflects the average typical experience for the individual making a claim. The accompanying Excel tables to this publication (available at <https://www.gov.uk/government/collections/armed-forces-compensation-scheme-statistics-index>) also present the mean average. The mean average has also been presented as it is used internally as a measure of performance on the management of cases.

38. Survival analysis has been used to investigate further the length of time between a claim being registered and cleared. This analysis has been carried out for each claim type: injury/illness claims, survivors claims, reconsideration and appeals.
39. Survival analysis is a statistical methodology designed to identify if two or more populations show differences in the rate of a "failure" event over time, and to predict the probability that a failure will or will not have occurred after a set period of time. The analysis takes account of open claims as well as cleared claims and is used to predict the probability that a claim will have been cleared by a certain point in time.
40. In the context of this report "Survival" does not refer to a death, but to the length of time taken for a claim to be cleared by Veterans UK. A "failure" will occur when a claim is cleared by Veterans UK, i.e. a decision is made on the outcome of the claim.
41. Further information on this technique is included in **ANNEX A**.

Linking of AFCS data to deployment data

42. In order to provide specific figures for those who previously deployed on Op HERRICK (Afghanistan) and Op TELIC (Iraq), deployment data have been linked to AFCS data held on the CAPS.
43. Defence Statistics maintains a database of individual deployment records from November 2001. Data prior to April 2007 was derived from the single services Operation Location tracking (OPLOC) systems and data since April 2007 is obtained from the Joint Personnel Administration (JPA) system. The data covers deployments on Op TELIC (2003-2009) and Op VERITAS/Op HERRICK (2001-2014).
44. Prior to the introduction of JPA in April 2007, dates in and out of theatre are unreliable and therefore it is only possible to identify that a Service person has deployed and not when they deployed / returned from Operations. There are 445 awards linked to a deployment to Iraq and 80 awards linked to a deployment to Afghanistan where it is not possible to determine the specific date of deployment. Therefore there is a chance that some records are included in the figures presented in paragraph 123 where the deployment did not occur before the claim was registered.
45. Please note that person level deployment data for Afghanistan was not available between 1 January 2003 and 14 October 2005. Therefore, it is possible that some UK Armed Forces personnel who were deployed to Afghanistan during this period have not been identified in the figures provided.
46. Please note that it is not possible to attribute injuries/illnesses to a specific deployment. Therefore some of the individuals included in the figures provided may have claimed compensation for an injury/illness that did not occur during their deployment.

Data sources and quality

47. The figures provided in this publication are based on AFCS data recorded by Veterans UK on the CAPS. Defence Statistics receive monthly extracts of the data held on the system, which are processed to provide summary figures. Defence Statistics also receive quarterly datasets from the Veterans UK finance team which are used to produce Section 5 on the recipients of GIPs.
48. Veterans UK are responsible for ensuring the quality of AFCS data supplied to Defence Statistics.
49. When Defence Statistics receive the CAPS data extracts basic consistency checks are carried out. For example, the numbers of records received is compared to the previous extract to ensure the total number is as expected. If any data quality issues are evident following receipt of data, Defence Statistics liaise with Veterans UK to determine whether any changes are required.
50. Further validation checks are carried out after the data has been processed to ensure that all processes and queries have run correctly and the final numbers are an accurate reflection of data received from Veterans UK. Manual checks are then carried out on the final report to ensure that figures quoted in the commentary reflect those in the tables, and that the numbers sum to the totals provided.

Current Data and Methodological issues

51. In November 2014 Defence Statistics and Veterans UK identified data quality issues which affected the number of registered claims and the number of claims with an outcome of 'withdrawn'. Due to the uncertainty of the extent of the issues, Table 2.1, number of registered claims, was not updated in the December 2014 release of these statistics.
52. Since the last release Defence Statistics have worked with Defence Business Services (DBS) and Veterans UK to investigate the data issues. As a result of this work the following changes have been made which have resulted in the number of registered claims previously reported reducing.
- Between 6 April 2005 and 31st March 2014, **1,751** 'treat as never made' claims had not been correctly closed and were incorrectly being counted as genuine registered claims. These have now been removed from the publication.
 - Between 6 April 2005 and 31st March 2014, **2,220** claims were incorrectly reported as withdrawn and therefore incorrectly counted as genuine registered claims. Veterans UK have advised that these claims are 'treat as never made' cases and therefore have been removed from the publication.
53. Since the September 2014 publication Defence Statistics have identified two processing errors which led to:
- the incorrect classification of reconsideration outcomes in **Table 5.1**. The error did not affect the total number of Reconsiderations reported.
 - The use of the incorrect address field for in-Service personnel in **Table 4.6**. The error did not affect the total number of lump sums reported.
54. This has been corrected and revised versions of Table 5.1 and 4.6 are available in the Excel tables accompanying the publication: <https://www.gov.uk/government/collections/armed-forces-compensation-scheme-statistics-index>.
55. These tables give the full quarterly breakdown since the scheme began.

Presentation

56. This publication covers claims registered and awarded between the start of the scheme (6 April 2005) and 31 March 2015.
57. In a given table, numbers of people for each financial year or quarter may not sum to the total number of people. This is because one person can make more than one claim spanning different quarters or financial years, but would only be counted once in the overall total.
58. As mentioned in previous releases of these statistics, Veterans UK have migrated data from their interim system onto the CAPS. The interim system contains claims registered under the AFCS at the start of the scheme between 6 April 2005 and 31 October 2005. Please note that Veterans UK have only migrated successful interim system claims to the CAPS and therefore interim system claims that were rejected or withdrawn are not included in the publication tables. For information, there were 115 injury claims and 25 survivors' claims rejected as recorded on the interim system.
59. In line with Defence Statistics' Rounding Policy, all figures of five or more presented in this publication have been rounded to the nearest 5, and figures fewer than five have been masked as '~', totals may not add due to rounding. Percentages have been rounded to the nearest 1%. Percentages are calculated based on unrounded figures and therefore it is not possible to work out suppressed numbers of claims by using the percentages provided.

Revisions policy

60. The figures presented in this Statistical Notice are as provided to Defence Statistics from the latest extract from the CAPS (as at 31 March 2015).
61. These statistics are subject to routine revisions as the CAPS is a live data system and historic data is amended between data extracts. These figures can be identified by a revision marker ('r'). Due to ongoing data validation, some figures reported in this publication are marked provisional ('p') and may be subject to change in future releases.

62. Numbers of registered claims in the most recent financial year are subject to change since claims with no recorded outcome, at the time of the data extract, may go on to be recorded as 'treat as never made' cases, and thus will be removed from analysis when later publications are produced. Therefore 2014/15 figures are presented as provisional within this publication.

National Statistics

63. The United Kingdom Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

64. Designation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods; and
- are managed impartially and objectively in the public interest.

65. Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed.

Conventions

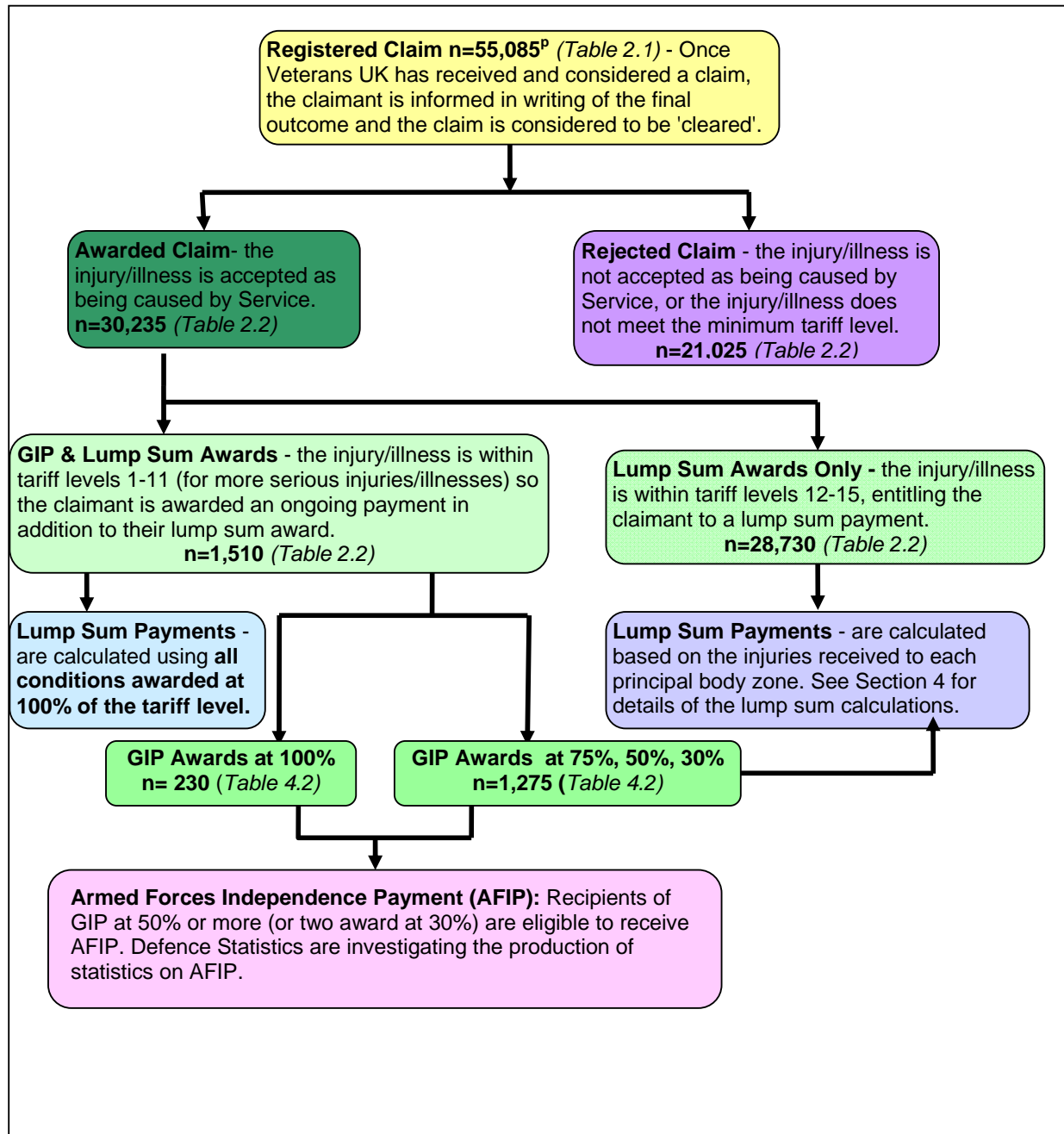
- ~ Negligible (greater than zero, fewer than 5)
- Not calculated due to value of zero (Please note that this symbol was used to refer to values of zero in previous AFCS publications – zero values are now shown as '0')
- p Provisional
- r Revised
- Q1 1 April to 30 June
- Q2 1 July to 30 September
- Q3 1 October to 31 December
- Q4 1 January to 31 March

RESULTS

Section 1: Summary of AFCS claims process

66. **Figure 1** presents a summary of the AFCS claim process for injury claims under the AFCS, with the number of claims that have met each stage since the inception of the scheme, between 6 April 2005 and 31 March 2015. This has been provided for injury/illness claims specifically as these claims follow a more complicated process than other claim types, and the processing of these claims differ depending on the severity of the injury/illness.

Figure 1: Summary of AFCS claim process for injury/illness claims as at 31 March 2015¹



¹ The sum of the sub-totals may not sum to the totals due to rounding

Section 2: Numbers of registered and cleared claims under the AFCS

67. **Table 2.1** provides a summary of registered claims, reconsiderations and appeals, by financial year. Since the AFCS began on 6 April 2005 and up to 31 March 2015, 42,720^p people have registered a total of 55,935^p claims, of which 55,085^p were injury claims and 850^p were survivors' claims.
68. During the financial year 2014/15 (the last full financial year for which data are available) there were 9,750^p injury claims (nearly 100%^p of all claims), 35^p survivors' claims (less than 1%^p of all claims), 1,435^p reconsiderations and 1,155^p appeals registered under the AFCS.
69. Injury claims include in-Service claims, medical discharge claims and post-Service claims. Of the 9,750^p injury claims registered during the financial year 2014/15, 7,305^p (75%^p) were registered by personnel in Service, 290^p (3%^p) were generated for those medically discharged from Service that met the eligibility criteria (see paragraph 22), 1,980^p (20%^p) were registered by personnel that had left Service and 175^p (2%^p) were additional claims registered following an initial in-Service, medical discharge or post-Service claim.
70. Survivors' claims include death-in-Service claims, death-post-Service claims and additional child claims. Almost all registered Survivors' claims during 2014/15 followed a death-in-Service (n=30^p). There were fewer than five^p claims following a post-Service death and no additional child claims registered during 2014/15.
71. The number of survivor's claims reached a peak of 135 in 2009/10. This is likely to be due to the high Operational tempo in Afghanistan at this time, resulting in a higher number of deaths due to hostile action. The number of survivor's claims has continued to decrease each year since 2009/10, this also follows the reduction each year of operational deaths. Defence Statistics publish annual statistics on in-Service deaths on the Gov.uk website: <https://www.gov.uk/government/collections/uk-armed-forces-deaths-in-service-statistics-index>.

Table 2.1 Claims registered, by claim type and financial year, 2005/06 to 2014/15, numbers^{1,2}

Claim Type	Claims registered during:										
	All Years ³	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Injury and Survivors' Claims											
Number of people	42,720 ^P	355 ^r	1,545 ^r	2,735 ^r	4,255 ^r	4,965 ^r	5,925 ^r	6,785 ^r	7,170 ^r	7,770 ^r	8,305 ^P
Number of claims	55,935 ^P	360 ^r	1,595 ^r	2,935 ^r	4,570 ^r	5,505 ^r	6,705 ^r	7,495 ^r	7,990 ^r	9,005 ^r	9,780 ^P
Injury Claims	55,085 ^P	330 ^r	1,475 ^r	2,800 ^r	4,455 ^r	5,370 ^r	6,595 ^r	7,425 ^r	7,925 ^r	8,960 ^r	9,750 ^P
In-Service	40,880 ^P	200 ^r	735 ^r	1,630 ^r	2,960 ^r	4,095 ^r	5,120 ^r	5,955 ^r	6,165 ^r	6,720 ^r	7,305 ^P
Medical Discharge	4,065 ^P	115 ^r	605	625 ^r	730 ^r	300	320 ^r	390 ^r	330	355	290 ^P
Post Service	9,310 ^P	10 ^r	130 ^r	515 ^r	685 ^r	910 ^r	1,090 ^r	975 ^r	1,320 ^r	1,695 ^r	1,980 ^P
Additional Claim	835 ^P	0	~	30 ^r	80 ^r	65 ^r	70 ^r	105 ^r	115 ^r	190 ^r	175 ^P
Survivors' Claims⁴	850 ^P	25	120	130	115	135	110 ^r	75	60 ^r	45	35 ^P
Death In-Service	825 ^P	25	115	130	105 ^r	135	105 ^r	70	60	40	30 ^P
Death Post Service	10 ^P	0	0	~	~	~	~	~	0 ^r	0	~ ^P
Additional Child	15 ^P	0	~	0	~	~	~ ^r	~	~	~	0 ^P
Reconsiderations											
Number of people	7,435 ^P	0	125	250	600	775	940	1,210 ^r	1,145	1,770 ^r	1,435 ^P
Number of reconsiderations	8,890 ^P	0	125	255	625 ^r	805	995	1,330 ^r	1,230	1,940 ^r	1,595 ^P
Appeals											
Number of people	4,020 ^P	0	40	110 ^r	270 ^r	300 ^r	430 ^r	570 ^r	605 ^r	935 ^r	1,155 ^P
Number of appeals	4,815 ^P	0	40	115 ^r	280 ^r	315 ^r	455 ^r	630 ^r	655 ^r	1,025 ^r	1,295 ^P

Source: Compensation and Pensions System (CAPS)

¹ These figures exclude all "spanning cases". See paragraph 23 for further explanation.

² The sum of the sub-totals may not sum to the totals due to rounding.

³ 6 April 2005 to 31 March 2015.

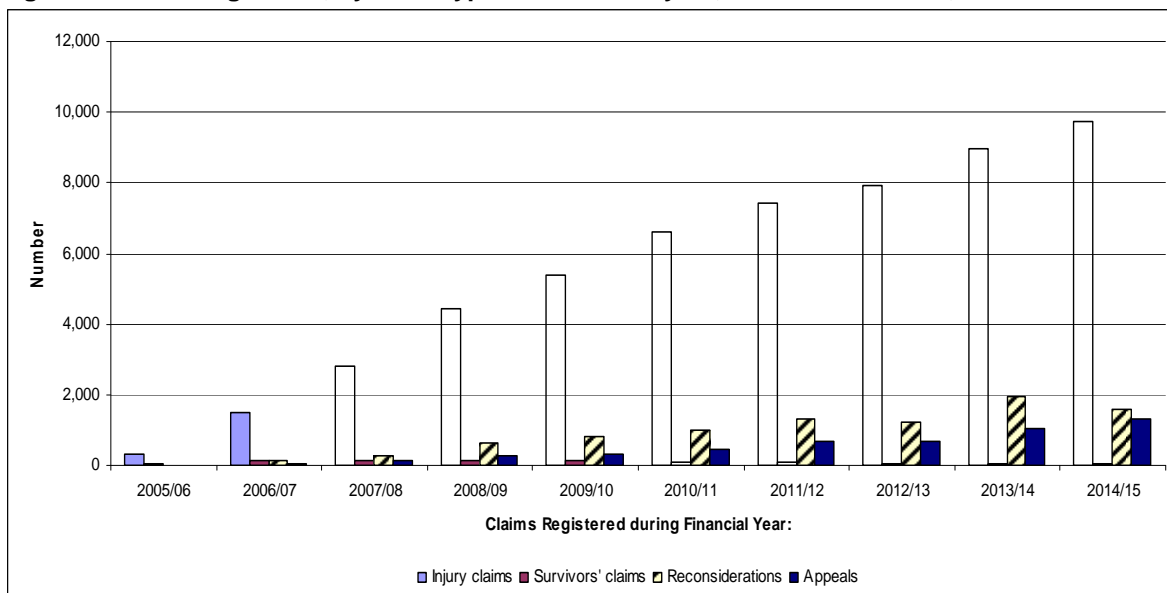
⁴ A single survivor's claim may result in an award which gives entitlement to one or more SGIP. See paragraph 27 for further explanation.

^r Revised figure. See paragraph 52 for further explanation.

^P Figures for the latest financial year, and therefore all years, are provisional. See paragraph 62 for further explanation.

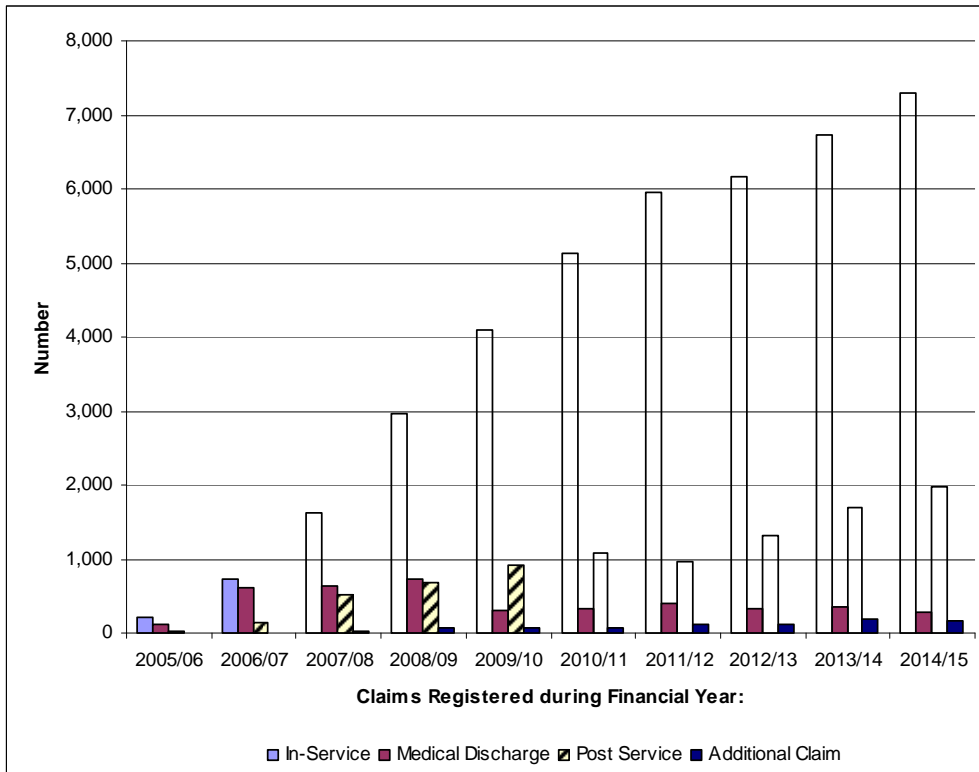
72. **Figures 2 and 3** illustrate that the number of injury claims, reconsiderations and appeals registered have continued to increase each year since the inception of the scheme, with most claims registered as injury claims.
73. The increasing numbers of claims are due to a raised awareness of the scheme, as well as larger numbers who are eligible to claim, i.e. Service related injury/illness with an incident/onset date on or after 6 April 2005. Any claim related to injury or illness with an onset prior to 6 April 2005 will be eligible under the WPS. Additionally Service personnel are entitled to register a claim whilst in Service, unlike the WPS where claimants have to wait until they leave Service. Therefore, increasing numbers of Service personnel are claiming whilst in Service within the seven year time limit (see paragraph 15 for more details on time limits to register a claim).
74. **Figure 3** shows however, that the numbers of registered medical discharge claims have not increased at the rate of in-Service claims, and have decreased overall in more recent years (2009/10 to 2014/15). Numbers of medical discharge claims each year are also low compared to the total number of medical discharges each year. (Defence Statistics publish annual medical discharge statistics on the Gov.uk website: <https://www.gov.uk/government/collections/medical-discharges-among-uk-service-personnel-statistics-index>). Medically discharged personnel have to meet a set of eligibility criteria in order to have a medical discharge claim automatically registered under the AFCS (see paragraph 22 for further details). It is likely that the drop in numbers of medical discharge claims in recent years is a result of more personnel claiming under the AFCS prior to their medical discharge, and therefore their claim is registered as an in-Service claim.

Figure 2: Claims registered, by claim type and financial year, 2005/06 to 2014/15, numbers



Source: Compensation and Pensions System (CAPS)

Figure 3: Injury claims registered, by financial year, 2005/06 to 2014/15, numbers^P



Source: Compensation and Pensions System (CAPS)

75. **Table 2.2** provides a summary of cleared claims by claim type, outcome, and financial year. The numbers of cleared claims are driven by the workload of Veterans UK.

76. Since the AFCS began on 6 April 2005 and up to 31 March 2015, 51,260 injury claims and 825 survivors' claims have been cleared. Of the 51,260 cleared injury claims, 1,510 (3%) were awarded a GIP and a lump sum payment; 28,730 (56%) were awarded a lump sum only.

77. During the latest full financial year 2014/15, a total of 8,555 injury claims were cleared, of which:

- 4,980 (58%) were awarded and 3,575 (42%) were rejected.
- 6,450 were in-Service claims of which 3980 (62%) were awarded and 2,470 (38%) were rejected.
- 290 were medical discharge claims of which 110 (38%) were awarded and 180 (62%) were rejected.
- 1,670 were post-Service claims of which 765 (46%) were awarded and 905 (54%) were rejected.
- 145 were additional claims of which 125 (87%) were awarded and 20 (13%) were rejected.

78. **Table 2.2** shows that the number of injury claims cleared was higher in 2013/14 compared to previous years. This was due to a reorganisation and simplification of processes by Veterans UK to clear a backlog of claims for both the AFCS and the WPS. A similar trend is apparent for cleared claims under the WPS, presented in the WPS annual statistics, published 4 June 2015.

79. During the latest full financial year 2014/15, a total of 30 survivors' claims were cleared, of which 10 (32%) were awarded and 20 (68%) were rejected. All of them were associated with a death-in-Service claim.

80. Overall, 60% of Survivors' claims cleared between 6 April 2005 and 31 March 2015 were rejected. There are a number of reasons why death-in-Service claims may be rejected:

- The claim may be for a death that is not attributable to Service.
- Claims from eligible partners (rather than spouses) may be rejected if there is not sufficient evidence of financial dependency.

Table 2.2 Claims cleared, by claim type, outcome¹, and financial year, 2005/06 to 2014/15, numbers and percentages^{2,3}

Claim type and outcome	Claims cleared during:																							
	All Years ⁴		2005/06 ⁵		2006/07		2007/08		2008/09		2009/10		2010/11		2011/12		2012/13		2013/14		2014/15			
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%		
Injury Claims																								
Number of People	39,610		135		1,265 ^r		2,210 ^r		3,330 ^r		4,295 ^r		5,645 ^r		5,600 ^r		5,620 ^r		9,760 ^r		7,315			
All	51,260		135		1,305 ^r		2,390 ^r		3,650 ^r		4,795 ^r		6,455 ^r		6,265 ^r		6,285 ^r		11,425 ^r		8,555			
Awarded - Lump sum plus GIP ⁶	1,510	3%	~	1%	55	4%	90	4%	180	5%	160	3%	285	4%	270	4%	155	2%	200	2%	115	1%		
Awarded Lump sum only	28,730	56%	85	62%	515	40%	1,180	49%	1,835	50%	2,725	57%	3,605	56%	3,650	58%	3,760	60%	6,510	57%	4,865	57%		
Rejected	21,025	41%	50	37%	735	56%	1,120	47%	1,630	45%	1,915	40%	2,565	40%	2,350	37%	2,370	38%	4,715	41%	3,575	42%		
In-Service	38,070		85		615 ^r		1,340 ^r		2,190 ^r		3,655 ^r		4,960 ^r		4,975 ^r		4,910 ^r		8,885 ^r		6,450			
Awarded - Lump sum plus GIP ⁶	1,080	3%	~	2%	50	8%	75	6%	135	6%	125	3%	245	5%	205	4%	95	2%	105	1%	50	1%		
Awarded Lump sum only	23,920	63%	75	91%	385	62%	875	65%	1,370	63%	2,385	65%	3,140	63%	3,150	63%	3,165	64%	5,445	61%	3,930	61%		
Rejected	13,070	34%	5	7%	185	30%	390	29%	685	31%	1,145	31%	1,580	32%	1,620	33%	1,650	34%	3,340	38%	2,470	38%		
Medical Discharge	4,035		50		595		610 ^r		730 ^r		330 ^r		340		360		370		0		360		290	
Awarded - Lump sum plus GIP ⁶	95	2%	0	0%	~	1%	~	1%	15	2%	5	2%	10	2%	10	3%	20	5%	20	6%	10	3%		
Awarded Lump sum only	1,100	27%	5	13%	105	18%	170	28%	255	35%	80	24%	60	17%	85	24%	125	34%	120	33%	100	35%		
Rejected	2,840	70%	40	88%	485	82%	440	72%	465	63%	245	74%	275	81%	265	73%	225	61%	220	62%	180	62%		
Post Service	8,415		~		95 ^r		410 ^r		655 ^r		750 ^r		1,090 ^r		840 ^r		905 ^r		2,000 ^r		1,670			
Awarded - Lump sum plus GIP ⁶	65	1%	0	0%	0	0%	~	1%	~	1%	~	1%	5	1%	10	1%	5	1%	20	1%	15	1%		
Awarded Lump sum only	3,310	39%	0	0%	30	30%	120	29%	175	26%	230	31%	375	35%	380	45%	415	46%	840	42%	755	45%		
Rejected	5,040	60%	~	100%	65	70%	290	71%	475	73%	515	69%	705	65%	450	54%	485	54%	1,145	57%	905	54%		
Additional Claim	740		0		~		30 ^r		70 ^r		65 ^r		65 ^r		90 ^r		100		175 ^r		145			
Awarded - Lump sum plus GIP ⁶	270	36%	0	0%	~	50%	10	39%	25	36%	25	35%	30	45%	45	51%	35	35%	55	32%	40	29%		
Awarded Lump sum only	400	54%	0	0%	0	0%	15	54%	40	56%	30	48%	30	48%	35	38%	55	57%	110	61%	85	58%		
Rejected	75	10%	0	0%	~	50%	~	7%	5	8%	10	17%	5	8%	10	11%	10	8%	10	7%	20	13%		

Source: Compensation and Pensions System (CAPS)

¹ In previous publications this table has presented the outcome 'Withdrawn'. In this publication these figures have been excluded. See paragraph 52 for further explanation.

² The sum of the sub-totals may not sum to the totals due to rounding.

³ These figures exclude all "spanning cases". See paragraph 23 for further explanation.

⁴ 6 April 2005 to 31 March 2015.

⁵ The AFCS scheme began on 6 April 2005.

⁶ The GIP is not paid while the individual is serving but is deferred until the individual is discharged.

⁷ A single survivor's claim may result in an award which gives entitlement to one or more SGIP. See paragraph 27 for further explanation.

^r Revised figure. See paragraph 52 for further explanation.

Table 2.2 (continued) Claims cleared, by claim type, outcome¹, and financial year, 2005/06 to 2014/15, numbers and percentages^{2,3}

Claims cleared during:

Claim type and outcome	All Years ⁴	2005/06 ⁵		2006/07		2007/08		2008/09		2009/10		2010/11		2011/12		2012/13		2013/14		2014/15		
Survivors' Claims⁷																						
Number of People	775	5		105		125		105		125		110	^r	85		50		50		30		
All	825	5		110		135		110		125		115		85		60		50		30		
Awarded	330	40%	~	14%	45	39%	50	36%	40	37%	50	39%	50	42%	45	54%	30	52%	10	25%	10	32%
Rejected	500	60%	5	86%	70	61%	85	64%	70	^r 63%	80	61%	65	^r 58%	40	^r 46%	30	48%	35	75%	20	68%
Death In-Service																						
All	805	5		110		130		105		125		110		80		55		45		30		
Awarded	315	39%	~	14%	40	38%	45	36%	40	36%	50	39%	45	41%	45	54%	30	50%	10	23%	10	32%
Rejected	490	61%	5	86%	70	62%	85	64%	70	^r 64%	75	61%	65	^r 59%	35	46%	30	50%	35	77%	20	68%
Death Post Service																						
All	10	0		0		~		~		~		~		~		0		0		0		
Awarded	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Rejected	10	100%	0	0%	0	0%	~	100%	~	100%	~	100%	~	100%	~	100%	0	0%	0	0%	0	0%
Additional Child																						
All	15	0		~		~		~		~		~		~		~		~		0		
Awarded	15	93%	0	0%	~	100%	~	100%	~	100%	~	50%	~	100%	~	100%	~	100%	~	100%	0	0%
Rejected	~	7%	0	0%	0	0%	0	0%	0	0%	~	50%	0	0%	0	0%	0	0%	0	0%	0	0%

Source: Compensation and Pensions System (CAPS)

¹ In previous publications this table has presented the outcome 'Withdrawn'. In this publication these figures have been excluded. See paragraph 52 for further explanation.

² The sum of the sub-totals may not sum to the totals due to rounding.

³ These figures exclude all "spanning cases". See paragraph 23 for further explanation.

⁴ 6 April 2005 to 31 March 2015.

⁵ The AFCS scheme began on 6 April 2005.

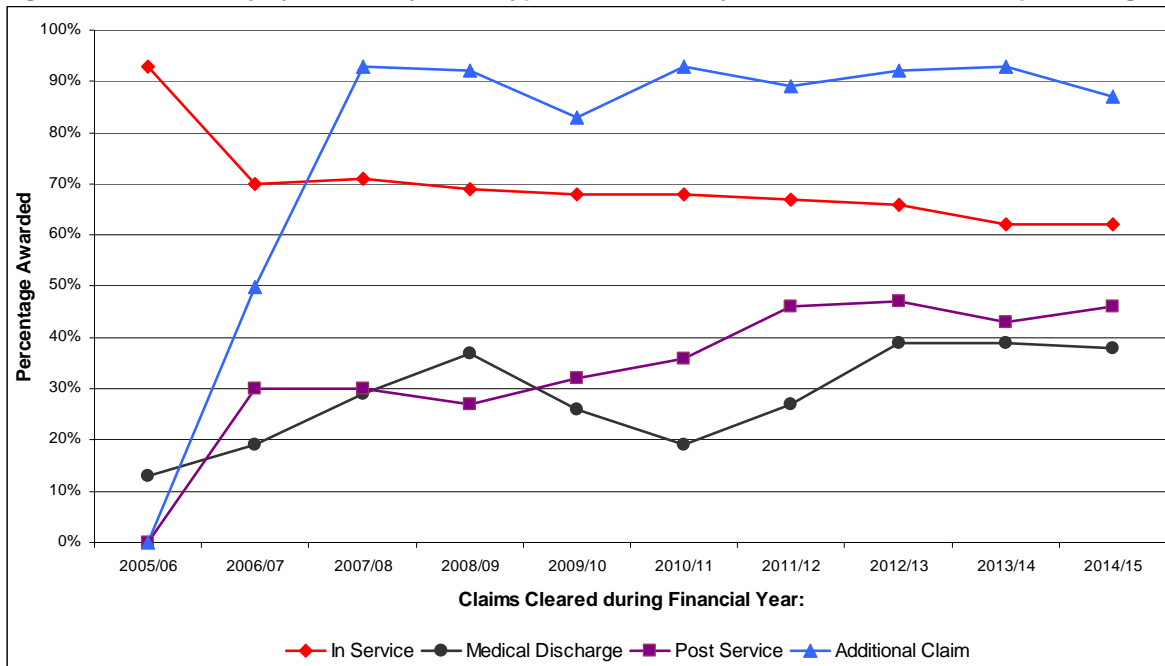
⁶ The GIP is not paid while the individual is serving but is deferred until the individual is discharged.

⁷ A single survivor's claim may result in an award which gives entitlement to one or more SGIP. See paragraph 27 for further explanation.

^r Revised figure. See paragraph 52 for further explanation.

81. **Figure 4** illustrates that the proportion of in-Service injury claims that have been awarded has remained stable across most financial years since the inception of the scheme, ranging between 70% in 2006/07 and 62% in 2014/15.
82. The proportion of medical discharge claims that have been awarded in each of the financial years has remained at around 39% for the past three years, 2012/13, 2013/14 and 2014/15.
83. The proportion of post service claims has remained between 43% and 47% between 2011/12 and 2014/15.
84. The proportion of awarded additional claims ranged from a low of 50% during 2006/07 and a high of 93% in 2007/08, 2010/11 and 2013/14.

Figure 4: Awarded injury claims, by claim type and financial year, 2005/06 to 2014/15, percentages



Source: Compensation and Pensions System (CAPS)

85. **Table 2.2a** provides further detail of claims cleared between Q4-2013/14 and Q4-2014/15 by claim type, claim outcome and quarter. During the latest quarter Q4-2014/15 a total of 2,165 injury claims and fewer than five survivors' claims were cleared, compared to 3,275 injury claims and 15 survivors' claims during the same quarter in 2013/14 (Q4-2013/14).

86. During the latest quarter Q4-2014/15:
- There were 1,275 lump sum payments awarded, of which 20 (1%) also attracted an additional GIP.
 - 62% (n=1010) of in-Service claims were awarded.
 - 48% (n=35) of medical discharge claims were awarded. Please note that this is based on small numbers.
 - 46% (n=195) of post-Service claims were awarded.
 - there were no survivors' claims awarded (from fewer than five cleared).

Table 2.2a Claims cleared, by claim type, outcome¹ and quarter, Q4-2013/14 to Q4-2014/15, numbers²

Claim Type	Outcome	Claims cleared during:					
		All Years ³	Q4-2013/14	Q1-2014/15	Q2-2014/15	Q3-2014/15	Q4-2014/15
Injury Claims							
Number of People		39,610	2,840^r	2,060^r	1,880^r	1,730	1,925
Number of Claims	All	51,260	3,275^r	2,345^r	2,100^r	1,945	2,165
	Awarded GIP & Lump sum⁴	1,510	65	30	35	30	20
	Awarded Lump sum only	28,730	1,830	1,300	1,180	1,130	1,255
	Rejected	21,025	1,375	1,015	885	785	890
In-Service	All	38,070	2,500^r	1,795^r	1,590^r	1,435	1,630
	Awarded GIP & Lump sum ⁴	1,080	30	15	15	15	5
	Awarded Lump sum only	23,920	1,510 ^r	1,075	965	890	1,005
	Rejected	13,070	960	705	610	535	620
Medical Discharge	All	4,035	95	80	65	70	75
	Awarded GIP & Lump sum ⁴	95	5	~	~	~	~
	Awarded Lump sum only	1,100	30	20	20	30	35
	Rejected	2,840	60	55	45	40	40
Post Service	All	8,415	620^r	435^r	410^r	405	420
	Awarded GIP & Lump sum ⁴	65	5	~	5	~	~
	Awarded Lump sum only	3,310	260 ^r	185	180	200	190
	Rejected	5,040	355	245	225	205	230
Additional Claim	All	740	55^r	35^r	35^r	30	40
	Awarded GIP & Lump sum ⁴	270	25	10	10	10	10
	Awarded Lump sum only	400	30	25	20	15	25
	Rejected	75	~	5	5	5	~
Survivors' Claims⁵							
Number of People		775	15	10	15	~	~
Number of Claims	All	825	15	10	15	~	~
	Awarded	330	~	5	~	~	0
	Rejected	500	15	5	10	~	~
Death In-Service	All	805	15	10	15	~	~
	Awarded	315	~	5	~	0	0
	Rejected	490	15	5	10	~	~
Death Post Service	All	10	0	0	0	~	0
	Awarded	0	0	0	0	~	0
	Rejected	10	0	0	0	0	0
Additional Child	All	15	0	0	0	0	0
	Awarded	15	0	0	0	0	0
	Rejected	~	0	0	0	0	0

Source: Compensation and Pensions System (CAPS)

¹ In previous publications this table has presented the outcome 'Withdrawn'. In this publication these figures have been excluded. See paragraph 52 for further explanation.

² The sum of the sub-totals may not sum to the totals due to rounding.

³ 6 April 2005 to 31 March 2015.

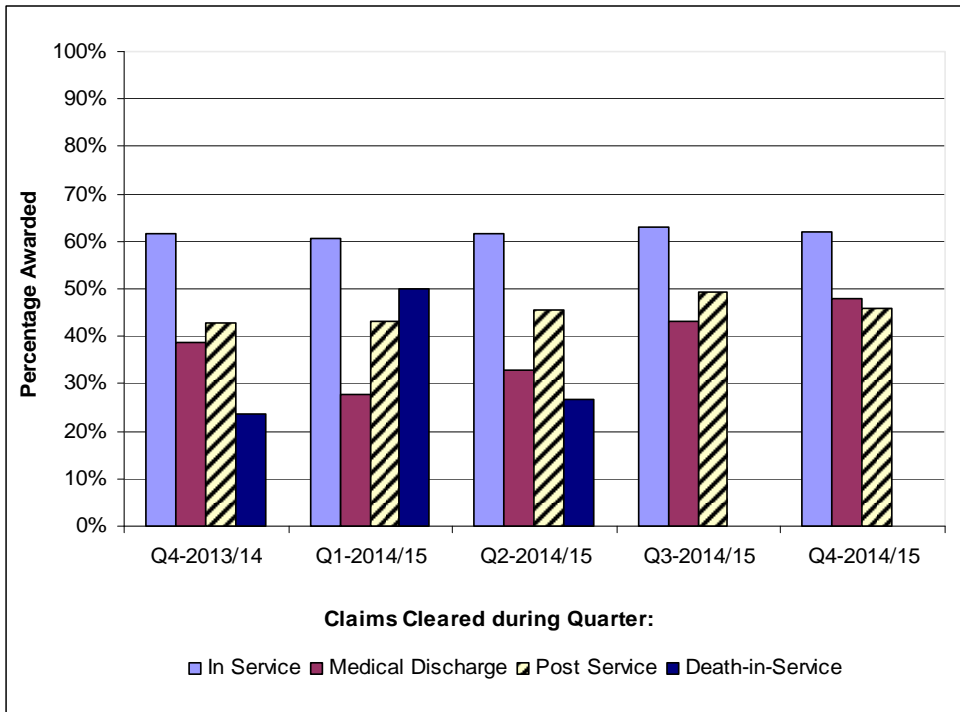
⁴ The GIP is not paid while the individual is serving but is deferred until the individual is discharged.

⁵ A single survivor's claim may result in an award which gives entitlement to one or more SGIP. See paragraph 27 for further explanation.

^r Revised figure. See paragraph 52 for further explanation. A revised version of Table 2.2a is available in the Excel tables accompanying the report.

87. **Figure 5** illustrates that the proportion of awarded claims have remained stable between Q4-2014/15 and the same quarter in the previous financial year for in-Service claims (both 62%), medical discharge claims (39% and 48% respectively) and post-Service claims (43% and 46% respectively). Please note the small numbers for medical discharge claims and post-Service claims.

Figure 5: Awarded claims, by claim type and quarter, Q4-2013/14 to Q4-2014/15, percentages



Source: Compensation and Pensions System (CAPS)

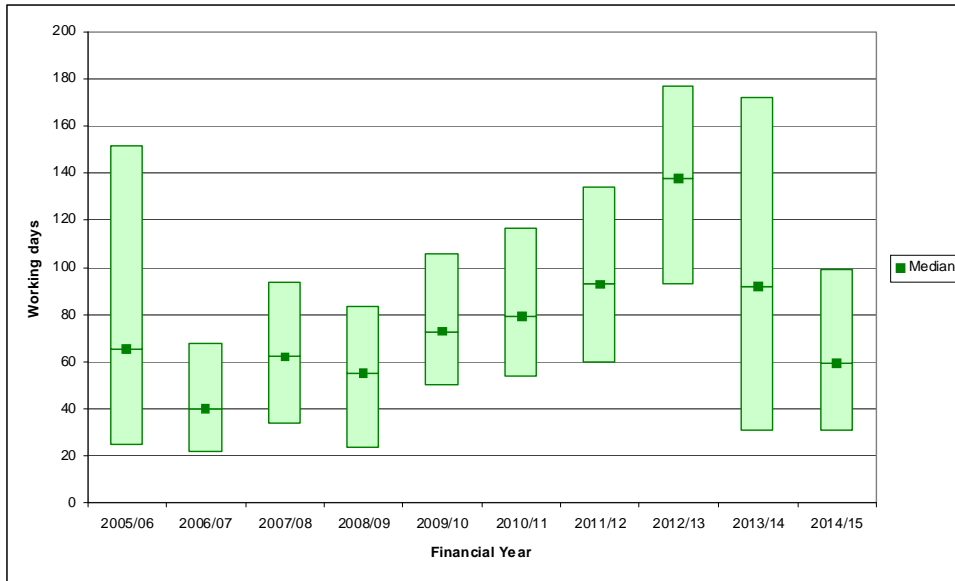
Section 3: AFCS claim clearance times

88. **Figures 6, 7, 8 and 9** present the median average clearance times for each AFCS claim type: injury/illness claims, survivors claims, reconsiderations and appeals. The graphs present the median average and the inter-quartile range (IQR) for clearance times, in working days, by financial year. Paragraphs 36 to 41 of the methodology section provide detailed information on the methods used to calculate average clearance times. The clearance times section of the Excel tables accompanying this publication, provides the summary figures underlying Figures 6-9. The mean average clearance times are also presented in this table.
89. Please note that the overall number of claims included in the calculations for average clearance times differs to the number of cleared claims reported in Table 2.2. This is due to cases with incomplete registered/cleared dates being excluded from the analysis. Veterans UK will investigate these records and, once corrected, the claims will be included in the analysis.
90. The average (median) provides an indication of how long an average claimant can expect to wait for a decision. Comparing the averages from 2014/15 across the four claim types (injury/illness, survivors, reconsiderations, appeals) shows the average clearance time is dependant on the claim type.
91. On average injury/illness and reconsiderations are cleared within two and a half calendar months (**59** and **52** working days respectively) and survivors claims are cleared within four calendar months (**78** working days). In comparison appeals, on average, are cleared within ten calendar months (**203** working days).
92. The varying times taken to clear claims across the claim types is due to the processing requirements. Appeals generally take longer to clear than other claim types due to the processes involved before a final decision can be made, for example gathering evidence and passing the case over to the Pensions Appeal Tribunal (PAT).

Trends over time

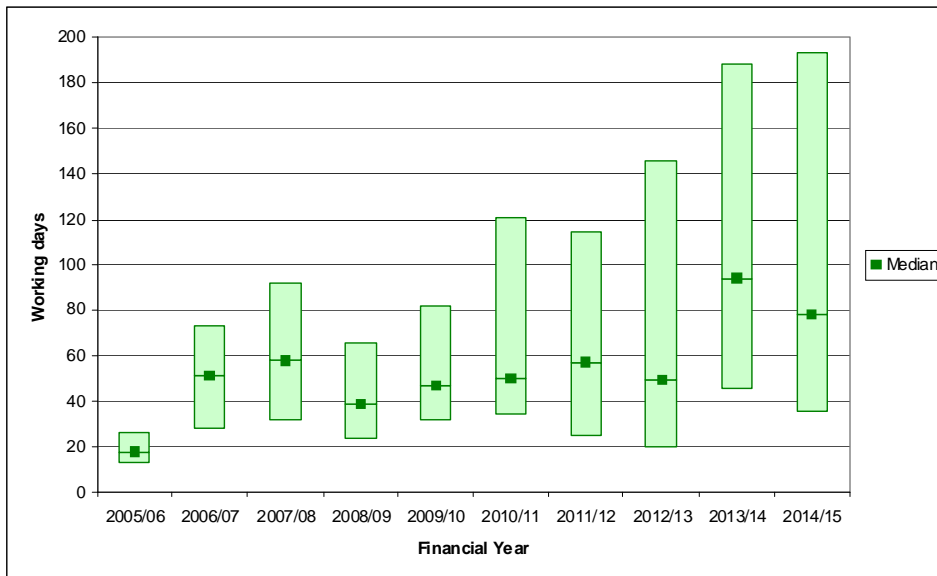
93. The average clearance times for **injury/illness claims** (Figure 6) have decreased over the last two financial years, from a peak in 2012/13 of **138** working days to **59** working days in 2014/15. The peak in clearance times in 2012/13 is likely to be due to a loss in resources at Veterans UK due to the MOD Voluntary Early Release Scheme (VERS). The peak is also due to the shift in AFCS work priorities following the Lord Boyce Review of the AFCS (see paragraph 29). Resources at Veterans UK were redirected to uplift awards as a result of the Review, which impacted on the times taken to clear new AFCS cases. During 2013/14 additional resources were allocated to AFCS workloads, resulting in the improvement seen in the average clearance times. Veterans UK also streamlined their processes during 2014/15 which has resulted in improved clearance times.
94. **Figure 7** shows that the range of clearance times for **survivors claims** was wider than for injury claims, with the middle 50% of claims being cleared in between **35** and **194** working days (IQR=159). The range of clearance times is wider for survivors claims due to the processes involved. These cases often result in delays in processing while evidence is gathered e.g. checking of relationship statuses. It can take up to nine months for inquest reports to be received, which also results in delays.
95. For **reconsiderations** (Figure 8) there was a peak in average clearance times in 2012/13. This is likely to be due to the change in resource priorities following the Lord Boyce review (see paragraph 93).
96. For **appeals** (Figure 9) the average clearance times reached a peak of **331** working days in 2009/10. Since then the average times have decreased each financial year to **203** working days during 2014/15. Prior to 2010 the quantities of appeal cases received were much lower than for other claim types and these cases were actioned by Veterans UK when resources were available. The numbers of appeals registered since 2010 has increased and appropriate resource has been allocated to these cases. This is reflected in the reduction in clearance times from 2010/11 onwards. Appeals also show the largest range in clearance times with 50% being cleared in between **147** and **272** working days in 2014/15. This is likely to be due to the varying complexity of appeals cases.

Figure 6: Clearance times for injury/illness claims by financial year, 2005/06 - 2014/15, median average and inter-quartile range, working days



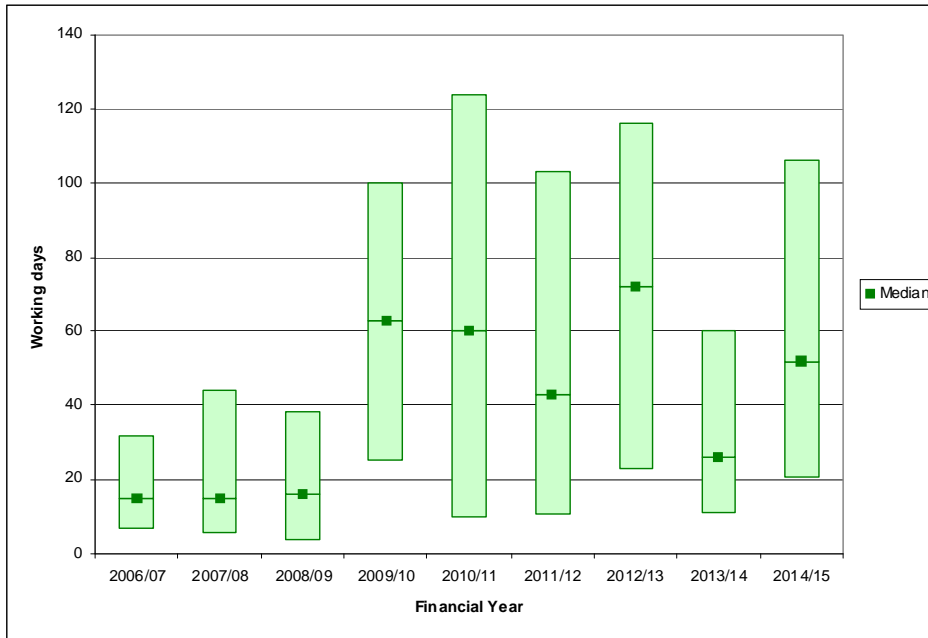
Source: Compensation and Pensions System (CAPS)

Figure 7: Clearance times for survivors claims by financial year, 2005/06 - 2014/15, median average and inter-quartile range, working days



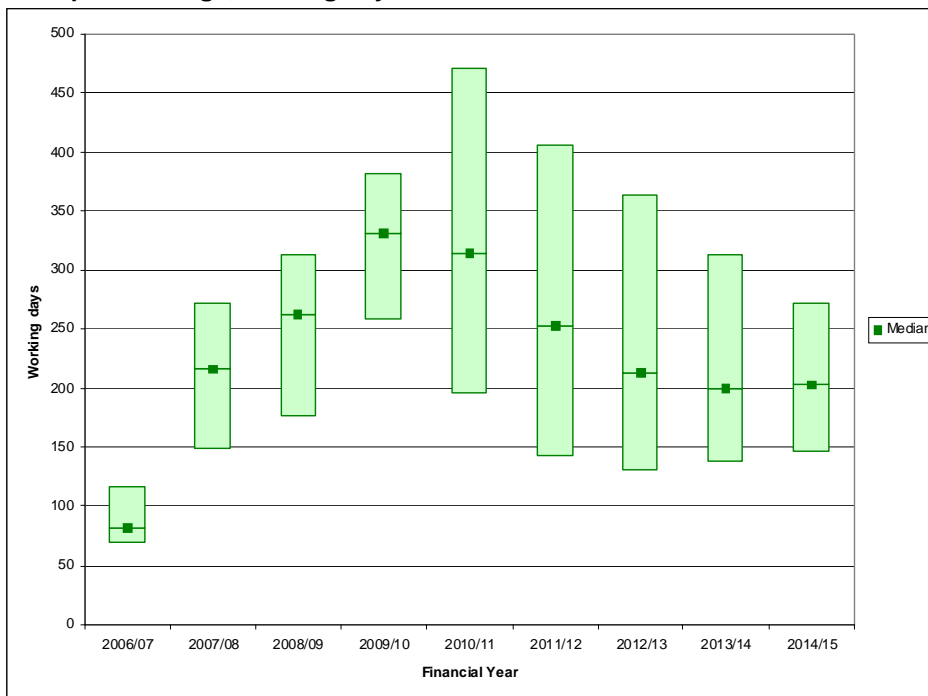
Source: Compensation and Pensions System (CAPS)

Figure 8: Clearance times for reconsiderations by financial year, 2005/06 - 2014/15, median average and inter-quartile range, working days



Source: Compensation and Pensions System (CAPS)

Figure 9: Clearance times for appeals by financial year, 2005/06 - 2014/15, median average and inter-quartile range, working days



Source: Compensation and Pensions System (CAPS)

97. **Figure 10** presents estimated survival curves for clearance times for injury/illness claims, survivors claims, reconsiderations and appeals registered between 6 April 2005 and 31 March 2015. Table 3.1 provides summary results from the survival analysis, presenting the predicted number of working days at which 25%, 50%, 75% and 100% of claims will be cleared.

98. The survival curves use all claims, including open cases, to calculate the expected time for a claim to clear.

99. The results show that 50% of claims are predicted to be cleared by the following points in time:

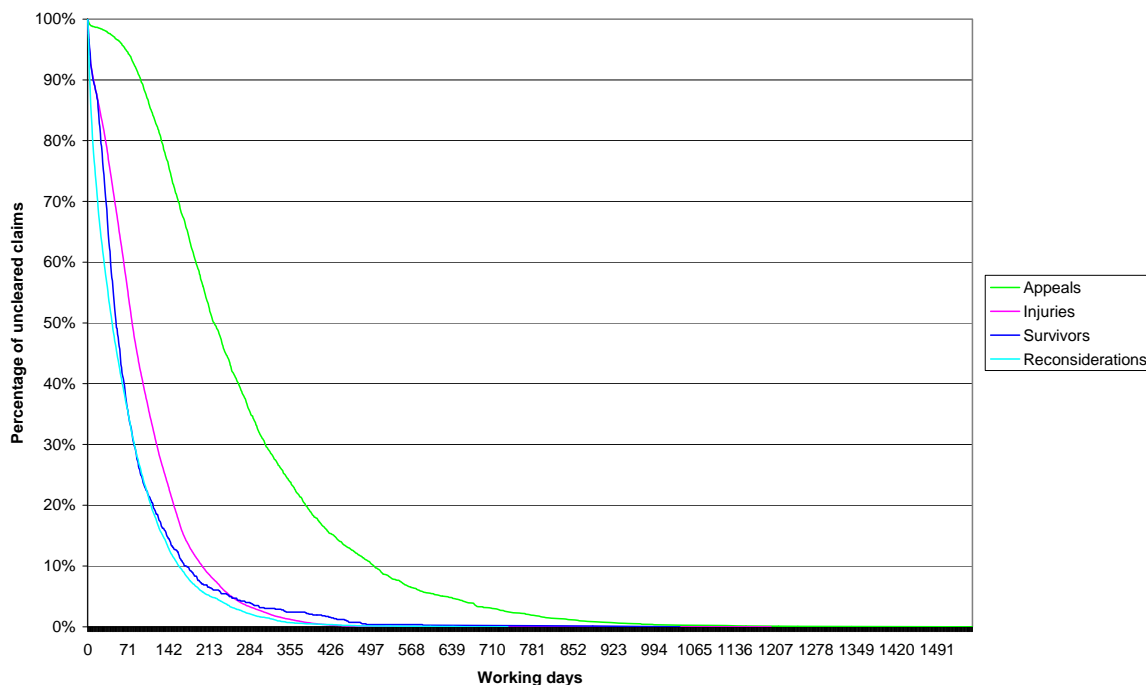
- Injury claims - 50% of claims are predicted to be cleared by 77 working days (approx four calendar months)
- Survivors claims - 50% of claims are predicted to be cleared by 49 working days (approx two and a half calendar months)
- Reconsiderations - 50% of claims are predicted to be cleared by 42 working days (approx two calendar months)
- Appeals - 50% of claims are predicted to be cleared by 219 working days (approx 11 calendar months)

Table 3.1: Predicted time to clear AFCS claims, by claim type, as at 31 March 2015, number of working days

Claim type	Predicted number of days to clear 25%, 50%, 75% and 100% of claims			
	25%	50%	75%	100%
Injury claims	39	77	134	1,199
Survivors claims	27	49	92	1,039
Reconsiderations	12	42	94	737
Appeals	143	219	343	1,552

Source: Compensation and Pensions System (CAPS)

Figure 10: Survival Curves of AFCS claim clearance lengths^{1,2} by claim type, 6 April 2005-31 March 2015, proportion



Source: Compensation and Pensions System (CAPS)

1. Time from registered date to cleared date of claim

2 - As at 31 March 2015 (date of extract)

3 - Generated using a Kaplan Meier survival model. For further information see Annex A

Section 4: Recipients of Lump Sum Payments and Guaranteed Income Payments under the AFCS

100. Awarded claims under the AFCS can either be awarded a lump sum payment only or a lump sum payment and a GIP, paid for life.

101. When the scheme began, the AFCS paid out 100% of the lump sum value for the most serious injury; 30% for the second most serious injury; 15% for the third most serious injury, and nothing for any other lesser injuries, although the lesser injuries would be accepted as due to service. In 2008 the Scheme was modified for those whose injuries placed them in tariff levels 1-4 (100% GIP band). In those circumstances, the Scheme awards the lump sum elements in full for every injury up to a maximum of the equivalent of a tariff Level 1 award for a single injury (£570,000).

102. As a result of the Lord Boyce Review changes to the way in which compensation is awarded to individuals suffering multiple injuries from a single incident have been introduced to ensure that the most seriously injured individuals receive the most compensation. Every injury sustained in a single incident will now receive some compensation.

103. The Review concluded that the changes made to the multiple injury rules in early 2008 remained appropriate for those with very significant injuries (those in the 100% GIP band). However the Review recommended that a new approach be introduced to compensate for multiple injuries arising from a single incident. These new rules ensure those most seriously injured receive the highest awards and that each injury receives some compensation.

104. The Review enacted the new rules on 9 May 2011. The new scheme rules takes account of the overall impact of all injuries sustained on the individual by looking, in some cases, at the level of injury in separate body zones. The five body zones are:

- a) Head and neck
- b) Torso
- c) Upper and lower limbs
- d) The senses
- e) Mental health

105. There are three types of multiple injury case. Firstly each injury is assigned an appropriate tariff descriptor. If one of the injury descriptors falls into tariff level 1-4 or where the two most severe conditions are awarded at tariff levels 5 & 5, 5 & 6, or 6 & 6 individuals will receive the full lump sum amount for every injury along with any supplementary award – subject to a maximum tariff level 1 lump sum value.

106. The next type of case is where at least two body zones contain at least 1 injury at tariff level 1 -11. In these cases body zoning applies. Each injury is allocated to one of the five body zones and the total values of the lump sums in each body zone are added together. The body zones are then ranked in order of monetary value. 100% of the total value of the lump sums for the body zone attracting the greatest amount of compensation is paid. 80% of the value of the lump sum is paid for the body zone attracting the second highest amount of compensation, 60% for the third, 40% for the fourth, and 20% for the fifth – subject to a maximum tariff level 1 lump sum value.

107. In all other cases each injury is ranked in order of lump sum value. 100% of the lump sum is paid for the injury attracting the greatest amount of compensation, 80% of the lump sum is paid for the second highest amount, 60% for the third, 40% for the fourth, 20% for the fifth and all subsequent injuries – subject to a maximum tariff level 1 lump sum value.

108. The figures presented in this publication reflect these new scheme rules for all claims registered since the Review changes were enacted on 9 May 2011. As a result of the change in rules, Veterans UK carried out an exercise to revisit awards made prior to 9 May 2011 and make additional payments. Any changes to tariff levels made as a result of this exercise were not recorded on the CAPS and therefore are not reflected in the figures presented by tariff level in this publication (Tables 3.2 and 3.3a). Defence Statistics will update this information in future releases, once the data are available on the CAPS.

109. **Table 4.1** provides a breakdown of lump sum payments awarded under the AFCS by claim type and financial year. Between 6 April 2005 and 31 March 2015, 25,615 individuals were awarded for a total

of 30,235 claims. The majority, 84% (25,450) of all lump sums were awarded following an in-Service claim.

110. Table 4.1 shows that in 2013/14 there were a particularly high number of lump sum payments awarded. This was due to a reorganisation and simplification of processes by Veterans UK to clear a backlog of claims for both the AFCS and the WPS. Excluding 2013/14 the number of lump sums awarded have increased each financial year with 4,980 claims awarded in 2014/15.

Table 4.1: Lump sum payments awarded, by claim type and financial year, 2005-06 to 2014-15, numbers^{1,2}

Claim Type	All years ³	Financial Year									
		2005/06 ⁴	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Number of People	25,615	85	560	1,225	1,920	2,720	3,555	3,685	3,680	6,230	4,640
Number of Claims	30,235	85	570	1,270	2,020^r	2,880	3,890	3,915	3,915	6,710	4,980
In-Service	25,450	80	435	970	1,555	2,550	3,425	3,415	3,315	5,660 ^r	4,045
Medical Discharge	1,210	5	110	175	270	85	65	100	145	140	115
Post Service	3,575	0	30	125	195	245	395	405 ^r	455	905	825

Source: Compensation and Pensions System (CAPS)

¹ Figures for lump sum awards include injury claims and further additional claims.

² The sum of the sub-totals may not sum to the totals due to rounding.

³ 6 April 2005 to 31 March 2015.

⁴ The AFCS scheme began on 6 April 2005.

^r Revised figure. See paragraph 61 for further explanation.

111. **Table 4.1a** provides a further breakdown of lump sum payments by claim type and quarter. Of the 1,275 lump sum payments awarded during Q4-2014/15, 1,030 (81%) were as the result of an in-Service claim, 35 (3%) were as the result of a medical discharge claim and 210 (17%) were as the result of a post-Service claim.

Table 4.1a Lump sum payments awarded, by claim type and quarter, Q4-2013/14 to Q4-2014/15, numbers^{1,2}

Claim Type	All Years ³	Quarter				
		Q4-2013/14	Q1-2014/15	Q2-2014/15	Q3-2014/15	Q4-2014/15
Number of People	25,615	1,790	1,270	1,165	1,095	1,205
Number of Claims	30,235	1,895^r	1,330	1,215	1,160	1,275
In-Service	25,450	1,570	1,110	990 ^r	915	1,030
Medical Discharge	1,210	40	25	20 ^r	30	35
Post Service	3,575	285 ^r	195	200	215	210

Source: Compensation and Pensions System (CAPS)

¹ Figures for lump sum awards include injury claims and further additional claims.

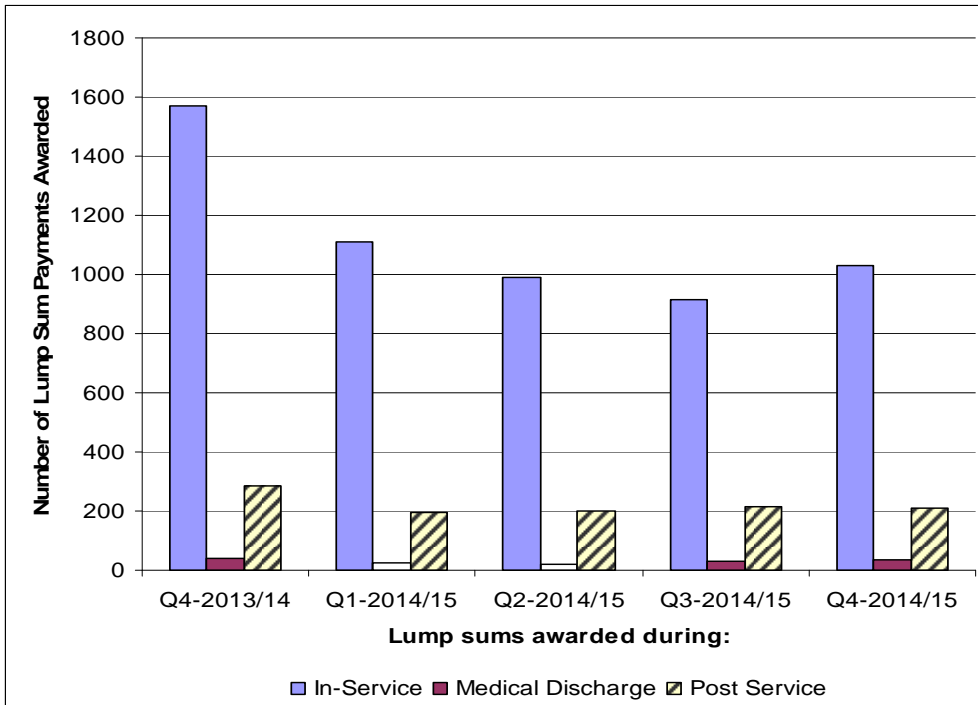
² The sum of the sub-totals may not sum to the totals due to rounding.

³ 6 April 2005 to 31 March 2015.

^r Revised figure. See paragraph 61 for further explanation.

112. **Figure 11** illustrates that the numbers of lump sum payments awarded for in-Service claims over the last five quarters has slowly started to decrease, with a high of 1,570 in Q4-2013/14 and a low of 915 in Q3-2014/15. This is more likely to be a reflection of the particularly high number of cleared and awarded claims at the end of the financial year 2013/14 (see paragraph 78) rather than an indication of an overall decrease in the number of lump sum awards in 2014/15, compared with previous financial years.

Figure 11: Lump sum payments awarded, by claim type and quarter, Q4-2013/14 to Q4-2014/15, numbers



Source: Compensation and Pensions System (CAPS)

113. **Table 4.2** provides a breakdown of lump sum payments awarded by the highest tariff level and quarter. Between 6 April 2005 and 31 March 2015, 30,235 lump sum payments were awarded. The majority (95%, n=28,730) of lump sum awards were made at tariff levels 12-15 for a lump sum payment only, showing that most awards are made for injuries and illnesses at lower levels of severity.

114. Of all lump sum awards between 6 April 2005 and 31 March 2015, 1,510 (5%) were also awarded a GIP in addition to their lump sum. Of the 1,510 claims also awarded a GIP, 230 (15%) were awarded a GIP at 100%, 230 (15%) were awarded a GIP at 75%, 305 (20%) were awarded a GIP at 50%, and 740 (49%) were awarded a GIP at 30%.

115. Of the 1,275 lump sum payments awarded during Q4-2014/15, 20 (2%) were awarded at tariff levels 1-11, entitling the claimant to a GIP. 1,255 (98%) were awarded at tariff levels 12-15, receiving a lump sum payment only.

Table 4.2 Lump sum payments awarded, by highest tariff level and quarter, Q4-2013/14 to Q4-2014/15, numbers^{1,2,3,4}

Tariff Level	Lump sums awarded during:					
	All Years ⁵	Q4-2013/14	Q1-2014/15	Q2-2014/15	Q3-2014/15	Q4-2014/15
Number of People	25,615	1,790	1,270	1,165	1,095	1,205
Number of Claims	30,235	1,895	1,330	1,215	1,160	1,275
All Lump Sum plus GIPs	1,510	65	30	35	30	20
All Lump Sum plus GIP at 100%	230	~	~	~	~	0
1	5	0	0	0	0	0
2	45	0	0	0	0	0
3	95	~	~	~	~	0
4	50	~	0	0	~	0
5	30	0	0	0	~	0
6	10	0	0	0	0	0
All Lump Sum plus GIP at 75%	230	5	~	~	~	5
5	80	~	0	~	0	~
6	140	~	~	~	~	~
7	10	0	0	0	0	~
8	~	0	0	0	0	0
All Lump Sum plus GIP at 50%	305	15	~	5	~	~
7	90	~	~	~	0	0
8	85	~	~	~	0	0
9	25	~	0	0	~	~
10	25	~	0	~	0	0
11	80	~	0	~	~	0
All Lump Sum plus GIP at 30%	740	45	25	25	20	15
9	65	5	~	~	~	0
10	115	5	~	5	~	~
11	560	35	15	15	15	15
All Lump Sum Only (0% GIP)	28,730	1,830	1,300	1,180	1,130	1,255
12	6,625	360	270	235	240	220
13	11,815	830	560	535	480	585
14	7,375	445	340	280	285	310
15	2,915	195	135	130	125	135

Source: Compensation and Pensions System (CAPS)

¹ Figures for lump sum awards include injury claims and further additional claims.

² Conditions are assessed against a tariff of injury table where the lower numerical values (i.e. 1-4) reflect the more severe conditions that are awarded at the highest tariff level.

³ Where more than one condition is claimed for, the table shows the highest tariff level that a claimant has been awarded for a single condition.

⁴ The sum of the sub-totals may not sum to the totals due to rounding.

⁵ 6 April 2005 to 31 March 2015.

116. **Table 4.3** provides a summary of all injuries/illnesses awarded as part of the 30,235 awarded claims between 6 April 2005 and 31 March 2015. Table 4.3 includes claims that have been awarded at all GIP percentages (100%, 75%, 50%, 30%) as well as claims awarded a lump sum payment only. A summary is provided by tariff of injury table and tariff level grouping (1-11 or 12-15).

117. Between 6 April 2005 and 31 March 2015 a total of 42,820 injuries/illnesses were awarded under the AFCS. Of these, 5,790 (14%) were more serious injuries/illnesses awarded at tariff levels 1-11, with 86% of injuries / illnesses being less serious and awarded at tariff levels 12-15.

118. Around two-thirds of all awarded injuries/illnesses were within the tariff of injury table groupings of musculoskeletal disorders (42%, n=17,825) or fractures and dislocations (25%, n=10,755).

Table 4.3: All injuries/illnesses awarded under the AFCS at tariff levels 1-15, by tariff of injury table¹, tariff level and quarter, Q4-2013/14 to Q4-2014/15, numbers^{2,3,4,5}

Tariff of Injury Table	Tariff Level	Lump sums cleared during:					
		All Years ⁶	Q4-2013/14	Q1-2014/15	Q2-2014/15	Q3-2014/15	Q4-2014/15
Number of People		25,615	1,790	1,270	1,165	1,095	1,205
Number of Claims		30,235	1,895	1,330	1,215	1,160	1,275
All Lump Sums	All	42,820	2,365 ^r	1,650	1,485	1,440	1,535
	Lump sum & GIP (tariffs 1-11)	5,790	140	65	55	55	45
	Lump sum only (tariffs 12-15)	37,030	2,225	1,585	1,430	1,385	1,490
Bums	All	325	10	10	~	5	5
	Lump sum & GIP (tariffs 1-11)	75	0	0	0	0	~
	Lump sum only (tariffs 12-15)	250	10	10	~	5	5
Injury, Wounds and Scarring	All	7,165	270	165	140	120	160
	Lump sum & GIP (tariffs 1-11)	2,075	20	5	5	~	15
	Lump sum only (tariffs 12-15)	5,090	250	160	130	115	150
Mental Disorders	All	1,810	150	100	110	100	105
	Lump sum & GIP (tariffs 1-11)	210	15	10	10	10	5
	Lump sum only (tariffs 12-15)	1,600	140	95	100	90	100
Physical disorders including infectious diseases	All	755	35	15	30	15	25
	Lump sum & GIP (tariffs 1-11)	115	~	0	5	~	~
	Lump sum only (tariffs 12-15)	640	35	15	25	15	25
Amputations	All	740	10	5	5	~	5
	Lump sum & GIP (tariffs 1-11)	595	10	~	~	~	5
	Lump sum only (tariffs 12-15)	145	~	~	~	~	~
Neurological disorders (including spinal cord, head or brain injuries)	All	935	40	35	10	20	15
	Lump sum & GIP (tariffs 1-11)	395	15	5	~	~	~
	Lump sum only (tariffs 12-15)	540	25	30	5	20	15
Senses ⁷	All	2,455	140	110	80	70	95
	Lump sum & GIP (tariffs 1-11)	565	30	15	10	~	5
	Lump sum only (tariffs 12-15)	1,890	110	95	70	65	90
Fractures and Dislocations	All	10,755	575	420	375	355	345
	Lump sum & GIP (tariffs 1-11)	1,205	20	10	10	5	~
	Lump sum only (tariffs 12-15)	9,550	550	410	370	350	345
Musculoskeletal Disorders	All	17,825	1,135	785	730	745	770
	Lump sum & GIP (tariffs 1-11)	535	30	15	5	25	5
	Lump sum only (tariffs 12-15)	17,295	1,105	770	725	720	765
Temporary Award ⁸	All	25	~	~	0	0	0
	Lump sum & GIP (tariffs 1-11)	10	0	0	0	0	0
	Lump sum only (tariffs 12-15)	15	~	~	0	0	0
Condition unknown ⁹	All	30	0	0	0	0	0
	Lump sum & GIP (tariffs 1-11)	15	0	0	0	0	0
	Lump sum only (tariffs 12-15)	20	0	0	0	0	0

Source: Compensation and Pensions System (CAPS)

¹ Injuries/illnesses are assessed against a tariff of injury table with a set of tariff levels where the lower numerical values (i.e. 1-4) reflect the more severe conditions. See paragraph 31 for further details.

² Figures include injury claims and further additional claims.

³ The table shows all of the injuries/illnesses that have been awarded for a single claim.

⁴ Not all tariff levels (1-15) attract a lump sum payment under each tariff of injury table.

⁵ The sum of the sub-totals may not sum to the totals due to rounding.

⁶ 6 April 2005 to 31 March 2015.

⁷ This tariff of injury table refers to injuries and conditions relating to eyes and ears.

⁸ A temporary award is made where an injury is predominantly caused by Service for which no provision is made in the tariff. Any temporary award will be amended within one year of the decision to award, to include the injury for which the temporary award was made. At this point the temporary award becomes permanent and the award is amended on the CAPS.

⁹ There are some claim records where condition information is not available and these records have been assigned to unknown.

^r Revised figure. See paragraph 61 for further explanation.

Tables 4.4 and 4.5 provide demographic information (Service and age group) of those awarded lump sum payments between Q4-2013/14 and Q4-2014/15.

119. The majority (74%) of lump sum payments awarded during Q4-2014/15 were to serving and ex-serving Army personnel (n=940). Also, the majority (73%) of lump sum payments awarded during Q4-2014/15 were to claimants aged 20 to 34 (n=930). We would expect the majority of claimants to fall within these populations as they account for a high proportion of the Armed Forces population as a whole.

Table 4.4 Lump sum payments awarded, by Service and quarter, Q4-2013/14 to Q4-2014/15, numbers^{1,2}

Service	Lump sums cleared during:					
	All Years ³	Q4-2013/14	Q1-2014/15	Q2-2014/15	Q3-2014/15	Q4-2014/15
Number of People	25,615	1,790	1,270	1,165	1,095	1,205
Number of Lump Sums	30,235	1,895^r	1,330	1,215	1,160	1,275
Naval Service ⁴	4,395	245	180	165	170	180
Army	22,260	1,430	1,000	920 ^r	845	940
Royal Air Force	3,580	220 ^r	150	130	145	155

Source: Compensation and Pensions System (CAPS)

¹ Figures for lump sum awards include injury claims and further additional claims.

² The sum of the sub-totals may not sum to the totals due to rounding.

³ 6 April 2005 to 31 March 2015.

⁴ Includes Royal Navy and Royal Marines

^r Revised figure. See paragraph 61 for further explanation.

Table 4.5 Lump sum payments awarded, by age group¹ and quarter, Q4-2013/14 to Q4-2014/15, numbers^{2,3}

Age Group	Lump sums cleared during:					
	All Years ⁴	Q4-2013/14	Q1-2014/15	Q2-2014/15	Q3-2014/15	Q4-2014/15
Number of People	25,615	1,790	1,270	1,165	1,095	1,205
Number of Lump Sums	30,235	1,895^r	1,330	1,215	1,160	1,275
Under 20	675	20	15	10	10	15
20-24	6,470	340	225	245	210	240
25-29	9,305	565	410	400	350	400
30-34	6,820	470	345	280	300	290
35-39	3,700	250	180	145	150	165
40-44	2,235	155	95	80	100	110
45-49	705	60	50	45	30	35
50-54	240	25	10	10	10	10
55-59	75	10	5	~	0	5
Over 60	10	~	0	~	~	0

Source: Compensation and Pensions System (CAPS)

¹ Age at time lump sum was cleared.

² The sum of the sub-totals may not sum to the totals due to rounding.

³ Figures for lump sum awards include injury claims and further additional claims.

⁴ 6 April 2005 to 31 March 2015.

^r Revised figure. See paragraph 61 for further explanation.

120. **Table 4.6** provides a summary of lump sum payments awarded between Q4-2013/14 and Q4-2014/15 by Region, as defined by the Office for National Statistics (ONS). During Q4-2014/15, 37% of lump sum payments were awarded to those living in the South West (n=260) or South East (n=210). We would expect to see a high level of claimants in these areas, as the majority of Armed Forces personnel are stationed within these areas of the UK (see Defence Statistics' personnel statistics by stationed location for more information:

<https://www.gov.uk/government/collections/location-of-all-uk-regular-service-and-civilian-personnel-quarterly-statistics-index>).

Table 4.6 Lump sum payments awarded, by Region¹ and quarter, Q4-2013/14 to Q4-2014/15, numbers^{2,3,4}

Region	Lump sums cleared during:					
	All Years ⁵	Q4-2013/14	Q1-2014/15	Q2-2014/15	Q3-2014/15	Q4-2014/15
Number of People	25,615	1,790	1,270	1,165	1,095	1,205
Number of Lump Sums	30,235	1,895^r	1,330	1,215	1,160	1,275
North East	1,045	70 ^r	45 ^r	35 ^r	40	40
North West	2,090	145 ^r	95 ^r	80 ^r	95	95
Yorkshire and the Humber	2,455	140	95 ^r	100	90	90
East Midlands	1,830	115 ^r	90 ^r	80 ^r	80	70
West Midlands	1,855	115 ^r	80 ^r	65 ^r	80	75
East	2,640	170 ^r	105 ^r	125	105	120
London	1,040	60 ^r	45 ^r	40 ^r	35	45
South East	5,440	360 ^r	255 ^r	195 ^r	205	210
South West	5,400	320 ^r	240 ^r	215 ^r	210	260
Wales	1,190	75 ^r	45 ^r	55 ^r	35	55
Scotland	1,725	105 ^r	75 ^r	80	60	55
N.Ireland	405	25 ^r	15 ^r	15 ^r	15	15
Other UK ⁶	20	~ ^r	~ ^r	~ ^r	0	~
UK Unknown ⁷	1,240	75 ^r	60 ^r	65 ^r	50	65
Overseas	1,320	90 ^r	85 ^r	55 ^r	50	70
Not Known ⁸	545	25 ^r	10 ^r	10 ^r	10	5

Source: Compensation and Pensions System (CAPS)

¹ GOR as derived from address information which is recorded on the CAPS.

² Figures for lump sum awards include injury claims and further additional claims.

³ Updated postcode information from the CAPS and the ONS may result in changes to the figures provided.

⁴ The sum of the sub-totals may not sum to the totals due to rounding.

⁵ 6 April 2005 to 31 March 2015.

⁶ Other UK includes Isle of Man and Channel Islands.

⁷ UK Unknown includes those known to be resident in the UK but a GOR is not available.

⁸ Address information is not available.

^r Revised figure. See paragraph 53 for further explanation.

Deployment specific figures for AFCS awards

121. AFCS awards data have been linked to Defence Statistics' deployment dataset to investigate the number of people who deployed on Operations in Iraq and/or Afghanistan prior to a compensation award under the AFCS. This has been included in the report as Defence Statistics receive a high volume of requests for information on the number of deployed personnel who have been awarded compensation.

122. Please note that it is not possible to attribute AFCS claims/awards to a specific deployment. Therefore some of the individuals included in the figures provided may have claimed compensation for an injury/illness that did not occur during their deployment.

123. Of the 25,615 people who have been awarded compensation for an injury/illness caused by Service, a total of 17,560 had deployed to Iraq and/or Afghanistan prior to their claim. Of these:

- 5,045 individuals had deployed on Operations in Iraq only prior to the registered date of their claim.
- 7,110 individuals had deployed on Operations in Afghanistan only prior to the registered date of their claim.
- 5,405 individuals had deployed on operations in both Iraq and Afghanistan prior to the registered date of their claim.

Section 5: Recipients of Guaranteed Income Payments only under the AFCS

124. **Table 5.1** provides the numbers of GIPs and SGIPs in payment as at the end of each financial year from 31 March 2006 to 31 March 2015. As at 31 March 2015 there were 1,690 recipients of a GIP and 615 recipients of a SGIP (290 in payment to spouses; 330 in payment to children).

125. The total number of GIPs in payment has continued to increase year on year. This is partly due to the increase in the numbers claiming each year, but also due to individuals leaving Service and GIPs coming into payment.

126. Deferred cases are where a GIP has been awarded, but payment has been deferred until the claimant leaves Service. These cases will later be included as 'In Payment' upon exit from Service.

Table 5.1 Guaranteed Income Payments in payment, by gender as at the end of each financial year, 31 March 2006 to 31 March 2015, numbers^{1,2,3}

Gender	In payment as at:									
	31-Mar-06	31-Mar-07	31-Mar-08 ²	31-Mar-09	31-Mar-10	31-Mar-11	31-Mar-12	31-Mar-13	31-Mar-14	31-Mar-15
All in payment	15	110	210	335	480	705	1,060	1,410	1,840	2,305
Male	~	25	80	160	240	405	680	975	1,380	1,800
Female	10	80	130	175	240	300	385	435	465	505
Guaranteed Income Payment⁽¹⁾	0	~	35	85	145	280	530	820	1,250	1,690
Male	0	~	30	85	140	270	510	790	1,200	1,620
Female	0	0	~	~	5	10	15	30	45	70
Survivors' Guaranteed Income Payment - Spouses	5	45	80	105	145	185	245	265	280	290
Male	~	~	~	~	~	~	~	~	~	~
Female	5	45	80	100	140	180	240	265	275	285
Survivors' Guaranteed Income Payment - Children	10	60	95	140	190	245	290	320	315	330
Male	~	20	45	70	95	135	165	180	170	175
Female	5	35	45	70	95	110	130	145	140	150

Source: Compensation and Pensions System (CAPS)

¹ This table does not include deferred GIPs.

² From 1 January 2009 there was a change in the source of data regarding GIPs. Data prior to this date was sourced from a contractor (Paymaster) and do not include GIP awards captured on the interim system, covering the period 6 April 2005 to 31 October 2005. Data from 1 January 2009 is sourced from Veterans UK and includes all earlier GIP awards.

³ The sum of the sub-totals may not sum to the totals due to rounding.

127. **Table 5.2** provides the numbers of GIPs and SGIPs in payment and deferred as at the end of each quarter from 31 March 2014 to 31 March 2015. Table 5.2 and **Figure 12** illustrate that the number of GIPs in payment has continued to increase during the latest five quarters from 1,250 in payment as at 31 March 2014 to 1,690 in payment as at 31 March 2015. As the GIP is paid for life we would expect these numbers to continue increasing over time.

128. The numbers of SGIPs in payment for spouses following a death-in-Service claim have also continued to increase. As at 31 March 2015 there were 290 SGIPs in payment to spouses compared to 280 SGIPs in payment to spouses as at 31 March 2014.

129. The number of SGIPs in payment to children has slowly increased from 31 March 2014 (n=315) to 31 March 2015 (n=330).

Table 5.2 Guaranteed Income Payments, either in payment or deferred, by payment type as at the end of each quarter, 31 March 2014 to 31 March 2015, numbers^{1,2}

Payment Type	In payment as at:				
	31-Mar-14	30-Jun-14	30-Sep-14	31-Dec-14	31-Mar-15
All	2,475	2,545	2,640	2,705	2,765
Guaranteed Income Payment	1,880	1,950	2,030	2,095	2,145
In Payment	1,250	1,360	1,495	1,585	1,690
Deferred ³	630	590	535	505	460
Survivors' Guaranteed Income Payment	595	595	610	615	615
Spouses	280	285	285	290	290
Children	315	315	325	325	330

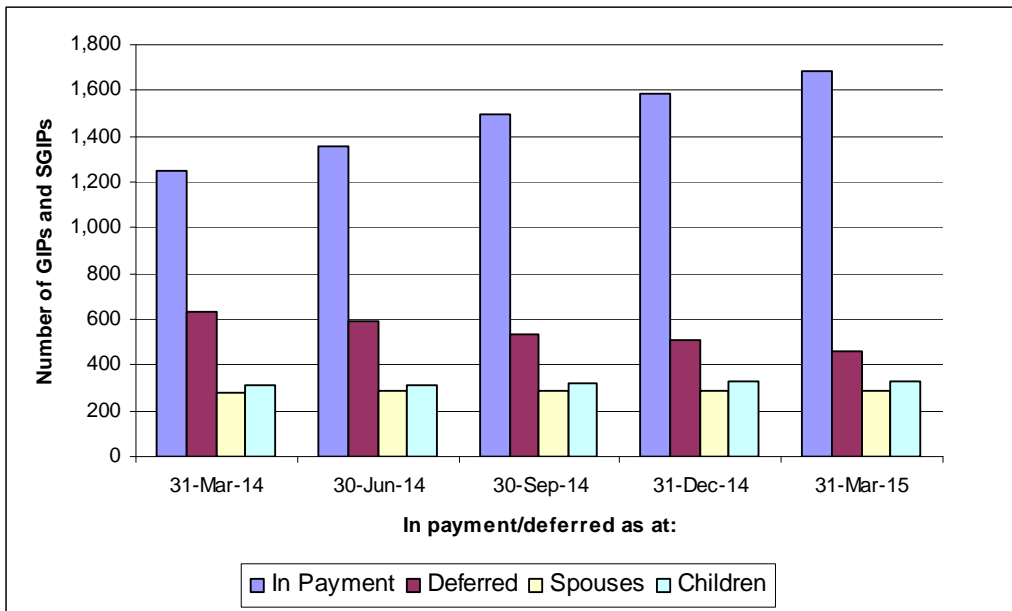
Source: Compensation and Pensions System (CAPS)

¹ Figures presented in this table are cumulative, taking into account intakes and outflows from the previous quarter.

² The sum of the sub-totals may not sum to the totals due to rounding.

³ These are cases where a GIP has been awarded, but payment has been deferred until the claimant leaves Service. These cases will later be included as 'In Payment' upon the claimant exiting the Services.

Figure 13: Guaranteed Income Payments and Survivors' Guaranteed Income Payments in payment, 31 March 2014 to 31 March 2015, numbers.



Source: Compensation and Pensions System (CAPS)

130. **Table 5.3** provides the numbers of GIPs and SGIPs in payment as at 31 March 2015 by Region. As at 31 March 2015 the highest number of GIPs and SGIPs were being paid to those with in the South West (n=320) and the South East (n=380). It is expected that we would see the majority of claimants in these areas as this is where the majority of Service personnel and their families are stationed (as detailed in paragraph 101).

Table 5.3: Guaranteed Income Payments and Survivors' Guaranteed Income Payments in payment, by Region, as at 31 March 2015, numbers^{1,2}

Region	In payment as at 31 March 2015			
	All recipients	Guaranteed Income Payment ³	Survivors' Guaranteed Income Payment - Spouses	Survivors' Guaranteed Income Payment - Children
All	2,305	1,690	290	330
North East	100	75	15	10
North West	240	195	25	20
Yorkshire and the Humber	165	125	25	20
East Midlands	160	130	20	15
West Midlands	160	115	20	20
East of England	165	135	15	10
London	100	90	~	5
South East	380	315	40	25
South West	320	235	50	35
Wales	115	85	20	10
Scotland	155	100	30	20
N. Ireland	25	20	5	0
Other UK ⁴	10	~	0	10
UK Unknown	5	5	0	0
Overseas	30	5	10	15
Not Known	180	70	5	105

Source: Compensation and Pensions System (CAPS)

¹ GIP in payment data are sourced from Veterans UK, and are linked to the CAPS data by Service number to determine individual's locations. Due to missing or invalid Service numbers in the Veterans UK dataset, some records have not been linked to the CAPS and therefore have an 'unknown' location.

² The sum of the sub-totals may not sum to the totals due to rounding.

³ Only includes GIPs in payment. Excludes deferred GIPs.

⁴ Other UK includes Isle of Man and Channel Islands.

131. **Table 5.4** provides the number of GIPs and SGIPs in payment as at 31 March 2015 by tariff band and age group. As at 31 March 2015 the group in receipt of the highest proportion of GIPs were those aged 25-39 (76%, n=1,275), in particular those being paid at tariff band D (the least severe injuries/illnesses) in the age group 25-39 made up 45% (n=765) of all GIPs in payment.

132. The age-structure of ex-Service personnel in receipt of GIPs currently reflects the overall Armed Forces population. Younger Service personnel with serious injuries as a result of Operations in Iraq and Afghanistan are likely to account for some of these individuals. As the scheme matures, the age-structure of individuals in receipt of GIPs is also likely to increase. The majority of SGIPs for spouses were paid to those aged 30-34 (n=80).

Table 5.4: Guaranteed Income Payments and Survivors' Guaranteed Income Payments in payment, by tariff band¹ and age group², as at 31 March 2015, numbers^{3,4}

In payment as at 31 March 2015								
Age Group	All GIPs & SGIPs	All GIPs	GIPs - Tariff Band				SGIPs	
			A	B	C	D	Spouses	Children
All	2,305	1,690	180	255	225	1,030	290	330
Under 20	315	0	0	0	0	0	0	315
20-24	80	60	15	10	~	30	5	15
25-29	525	475	60	80	70	270	50	0
30-34	585	505	60	80	55	305	80	0
35-39	350	295	25	40	35	190	55	0
40-44	225	190	10	30	35	115	35	0
45-49	140	105	5	5	20	70	35	0
50-54	60	45	~	~	5	35	15	0
55-59	20	10	0	~	0	10	5	0
Over 60	10	5	0	0	~	~	~	0

Source: Compensation and Pensions System (CAPS)

¹Tariff levels 1-11 are divided into four bands and they refer to the percentage used to calculate the annual amount of the GIP; 100% for Band A (Levels 1-4 or a combination of levels 5&6, 5&5, and 6&6), 75% for Band B (Levels 5-6), 50% for Band C (Levels 7-8) and 30% for Band D (Levels 9-11).

² Age as at 31 March 2015.

³ Only includes GIPs in payment. Excludes deferred GIPs.

⁴ The sum of the sub-totals may not sum to the totals due to rounding.

Section 6: Reconsiderations and Appeals cleared under the AFCS

133. **Table 6.1** provides the number of reconsiderations cleared between Q4-2013/14 and Q4-2014/15 by claim type and outcome.

134. Since the start of the scheme the numbers of reconsiderations have increased year on year. This is an expected trend as the overall number of claims, and therefore the number of rejections increases over time. Between 6 April 2005 and 31 March 2015, 8,580 reconsiderations have been cleared. Of these;

- Nearly all reconsiderations relate to injury claims (99%, n=8,505) as opposed to survivors' claims (n=75).
- 65 (Less than one percent) reconsiderations resulted in a new award, 2,130 (25%) resulted in an increased award and 6,335 (74%) were maintained.

Table 6.1 Reconsiderations cleared by claim type, outcome and quarter, Q4-2013/14 to Q4-2014/15, numbers¹

Claim Type	Outcome	Reconsiderations cleared during:					
		All Years ²	Q4-2013/14	Q1-2014/15	Q2-2014/15	Q3-2014/15	Q4-2014/15
Injury Reconsiderations							
Number of People		7,140	475	405	385	445	375
Number of Injury Reconsiderations	All	8,505	515	430	405	485	425
In-Service	All	6,845	425	355	315	385	350
	New	50	~ ^r	~ ^r	~ ^r	~	0
	Increased	1,845	115 ^r	75 ^r	105 ^r	115	80
	Maintained	4,915	305 ^r	275 ^r	210 ^r	265	270
	Reduced	40	0	~ ^r	~ ^r	~	0
Medical Discharge	All	560	20	20	20	25	10
	New	5	0 ^r	0 ^r	0 ^r	0	0
	Increased	90	5 ^r	~ ^r	~ ^r	~	~
	Maintained	455	15 ^r	15 ^r	15 ^r	20	10
	Reduced	5	0	~ ^r	0	0	0
Post Service	All	1,105	70	60	70	75	65
	New	5	0 ^r	0 ^r	0 ^r	0	0
	Increased	195	10 ^r	10 ^r	10 ^r	10	10
	Maintained	900	60 ^r	50 ^r	60 ^r	65	55
	Reduced	~	0	0	0	0	0
Survivors' Reconsiderations							
Number of People		75	~	~	~	5	~
Number of Survivors' Reconsiderations	All	75	~	~	~	5	~
Death In-Service	All	75	~	~	~	5	~
	New	~	0	0	0	0	0
	Increased	5	0	0	0	0	0
	Maintained	65	~	~	~	5	~
	Reduced	0	0	0	0	0	0
Death Post Service	All	~	0	0	0	0	0
	New	0	0	0	0	0	0
	Increased	0	0	0	0	0	0
	Maintained	~	0	0	0	0	0
	Reduced	0	0	0	0	0	0
Additional Child	All	~	0	0	0	0	0
	New	0	0	0	0	0	0
	Increased	0	0	0	0	0	0
	Maintained	~	0	0	0	0	0
	Reduced	0	0	0	0	0	0

Source: Compensation and Pensions System (CAPS)

¹ The sum of the sub-totals may not sum to the totals due to rounding.

² 6 April 2005 to 31 March 2015.

^r Revised figure. See paragraph 53 for further explanation. A revised version of Table 6.1 is available in the Excel tables accompanying the report.

135. **Table 6.2** provides the number of appeals cleared between Q4-2013/14 and Q4-2014/15 by claim type and outcome.

136. Between 6 April 2005 and 31 March 2015, 3,035 appeals have been cleared. Of these;
- Nearly all appeals related to injury claims (99%, n=3,005) as opposed to survivors' claims (n=30).
 - 305 (10%) appeals resulted in a new award, 1,295 (43%) were maintained, 505 (17%) resulted in an increased award and 885 (29%) had a favourable reconsideration.
137. The number of appeals remains low due to the time it takes to process an appeal at the Pensions Appeal Tribunal. Some cases can take over two years to go through the appeal process.

Table 6.2 Appeals cleared by claim type, outcome and quarter, Q4-2013/14 to Q4-2014/15, numbers¹

Claim Type	Outcome	Appeals cleared during:					
		All Years ²	Q4-2013/14	Q1-2014/15	Q2-2014/15	Q3-2014/15	Q4-2014/15
Injury Appeals							
Number of People		2,705	200^r	235^r	170^r	150	145
Number of Injury Appeals	All	3,055	205^r	245^r	185^r	160	150
In Service	All	2,375	165	190^r	145^r	130	110
	New	215	20	35	10	20	5
	Increased	410	35	35	20	25	20
	Maintained	970	70	85	70	50	40
	Reduced	25	~	~	~	~	~
	Favourable Reconsideration	710	35	35	40	30	40
	Disallowed - Late appeal	20	~	0	~ ^r	~	~
	Overturned by Upper Tier Tribunal	~	0	0	0	0	0
	Out of jurisdiction	20	~	0	~ ^r	~	~
Medical Discharge	All	260	20	20	10^r	5	10
	New	40	~	~	~	~	~
	Increased	40	~	~	~	~	~
	Maintained	105	5	10	5	~	5
	Reduced	~	0	0	0	0	0
	Favourable Reconsideration	65	5	5	~	0	~
	Disallowed - Late appeal	~	0	0	0	0	0
	Overturned by Upper Tier Tribunal	0	0	0	0	0	0
	Out of jurisdiction	5	0	0	0	0	0
Post Service	All	420	25	35^r	25	25	30
	New	45	5	~	~	~	5
	Increased	55	~	~	~	~	10
	Maintained	195	10	15	10	15	10
	Reduced	~	0	~	0	0	0
	Favourable Reconsideration	115	5	10	10	5	5
	Disallowed - Late appeal	~	0	0	0	0	0
	Overturned by Upper Tier Tribunal	0	0	0	0	0	0
	Out of jurisdiction	0	0	0	0	0	0
Survivors' Appeals							
Number of People		30	~	~	~	0	0
Number of Survivors' Appeals	All	30	~	~	~	0	0
Death-in-Service	All	25	~	~	~	0	0
	New	~	0	0	0	0	0
	Increased	0	0	0	0	0	0
	Maintained	20	~	~	~	0	0
	Reduced	0	0	0	0	0	0
	Favourable Reconsideration	~	0	0	0	0	0
	Disallowed - Late appeal	0	0	0	0	0	0
	Overturned by Upper Tier Tribunal	0	0	0	0	0	0
	Out of jurisdiction	~	0	0	0	0	0
Death-post-Service	All	~	0	0	0	0	0
	New	0	0	0	0	0	0
	Increased	0	0	0	0	0	0
	Maintained	~	0	0	0	0	0
	Reduced	0	0	0	0	0	0
	Favourable Reconsideration	0	0	0	0	0	0
	Disallowed - Late appeal	0	0	0	0	0	0
	Overturned by Upper Tier Tribunal	0	0	0	0	0	0
	Out of jurisdiction	0	0	0	0	0	0
Additional Child	All	~	0	0	0	0	0
	New	0	0	0	0	0	0
	Increased	0	0	0	0	0	0
	Maintained	~	0	0	0	0	0
	Reduced	0	0	0	0	0	0
	Favourable Reconsideration	0	0	0	0	0	0
	Disallowed - Late appeal	0	0	0	0	0	0
	Overturned by Upper Tier Tribunal	0	0	0	0	0	0
	Out of jurisdiction	0	0	0	0	0	0

Source: Compensation and Pensions System (CAPS)

¹ The sum of the sub-totals may not sum to the totals due to rounding.

² 6 April 2005 to 31 March 2015.

^r Revised figure. See paragraph 52 for further explanation.

Survival Analysis

1. An initial analysis of the data was undertaken utilising Kaplan-Meier models. The advantage of this statistical technique is that it is non-parametric, and requires fewer assumptions regarding the data utilised. The Kaplan-Meier model was produced to evaluate the difference in clearance times for each claim type.
2. In order to evaluate the statistical significance of the survival curves produced by the Kaplan-Meier procedure, two tests were run: the Log-Rank Test and the Peto Test. **Tables A1** and **A2** show the results of these tests for the Kaplan Meier model.

Table A1: Logrank Test of Claim Type Kaplan Meier model

Claim Type	Number	Observed	Expected	$(O-E)^2/E$	$(O-E)^2/V$
Appeals	4,791	3,088	8,406	3,394.7	4,495.4
Injury	55,086	51,289	49,111	96.6	453.5
Survivors	849	827	632	60.3	61.6
Reconsiderations	8,891	8,598	5,653	1,534.2	1,710.8
Chi Squared	5707 to 3 degrees of freedom				
P Value	0				

Source: Compensation and Pensions System (CAPS)

Table A2: Peto Test of Claim Type Kaplan Meier model

Claim Type	Number	Observed	Expected	$(O-E)^2/E$	$(O-E)^2/V$
Appeals	4,791	506	2,589	1,676.5	3,263.7
Injury	55,086	25,626	25,936	3.7	30.0
Survivors	849	492	339	68.8	98.6
Reconsiderations	8,891	5,447	3,207	1,565.5	2,493.3
Chi Squared	5394 to 3 degrees of freedom				
P Value	0				

Source: Compensation and Pensions System (CAPS)

3. The results of both the Logrank and Peto tests shown in **Tables A1** and **A2** are statistically significant at greater than a 99% confidence level. This indicates that the difference between the clearance times by claim type is not the result of chance, and therefore the application of the Kaplan Meier model on this data is valid.
4. As well as producing Kaplan-Meier models, two Cox proportional hazard models were also fitted to the data. The Cox Proportional Hazard technique has greater predictive power than the Kaplan Meier technique; however the relationship between the two populations must be proportional. This assumption must be tested prior to application of this method.
5. **Table A3** shows the results of the test utilised to determine whether a Cox proportion hazard model can be applied to the clearance time data. The p-value of less than 0.05 indicates that we can reject the null hypothesis (at a 95% confidence level) that the proportional hazard assumption is appropriate for use on this dataset. Therefore, the Cox proportional hazards model has not been utilised to produce survival curves of clearance times in the main body of this report.

Table A3: Proportional hazard test of Claim Type Model

Claim Type	Rho	Chi Squared	p value
Injury	-0.0712	303	0
Survivors	-0.1267	954	0
Reconsiderations	-0.0706	311	0

Source: Compensation and Pensions System (CAPS)