



Ministry
of Defence

[REDACTED]
Ministry of Defence
Defence Business Services
Tomlinson House
Norcross
Blackpool
Lancashire
FY5 3WP
E-mail: DBSRES-Secretariat@mod.uk

16 December 2015

[REDACTED]
[REDACTED]
[REDACTED]

Thank you for your email of 1 November to the Ministry of Defence, which is being treated as a request for information under the Freedom of Information Act 2000. You requested:

- “(i) The average number of days’ duration between receipt of an application form for a disablement pension and despatch of award or outcome letter;*
- (ii) The average number of days’ duration between receipt of an application form for each allowance and supplement and despatch of award/outcome letter.*
- (iii) In relation to the above data, what, if any, target or targets for duration of processing from receipt of application to dispatch of claimant notification exist(s)?*
- (iv) Insofar as a target or targets exist(s) (per iii), how do they compare with any that exist for disability benefits applications administered by the Department for Work and Pensions (DWP)?*

NOTES

- (a) I appreciate that in most cases applications under (i) will be made prior to applications under (ii) – as (ii) presupposes award under (i) – but that (i) and (ii) may rarely be made simultaneously.*
- (b) I appreciate that an application form will usually be requested first, then submitted. I am only concerned with the period from receipt of a completed (or notionally completed) application to despatch of notification of award/outcome.*
- (c) In the case that you do not hold separate data for AFPS 75 and 05 (unlikely), combined figures will suffice, with separate figures for differing allowances and supplements (whether they exist) under the different schemes.*
- (d) If you are unable to furnish data for (iv) – as it is comparative – please nonetheless address (i) to (iii). The question obviously pertains to whether there is a differing standard of ‘customer service’ for clients of similar need (the disabled) between two agencies – Veterans UK and DWP.*
- (e) Your kind response may be by email or letter, as convenient.”*

On 17 November you clarified that you were requesting information in respect of the War Pension Scheme (WPS).

I am writing to confirm the MOD holds some of the information on the subject you have requested. The information you have requested for items (i) and (ii) cannot be provided specifically in the way you have asked the questions, however, it is possible to provide the average completion time of claims by calculating the amount of working days between the date a claim is registered and cleared on the War Pension Computer System. There are no individual targets for the duration of processing of each of the individual categories for item (i) and (ii). I can confirm there is a Key Performance Indicator for all War Pension Scheme claims (War Disablement and War Widows Pensions), which is currently set at an average clearance time of 127 working days, of which we are currently achieving 116 working days.

For item (i), as at 31 October 2015, the average clearance time for all War Disablement Pension applications for 2015/16, for First Claims, Further Condition Claims and Deterioration Claims, was 165 working days.

For item (ii), as at 31 October 2015, the average clearance time for all Supplementary Allowance claims for 2015/16, was 92 working days. The statistics cannot be broken down into each supplementary allowance as this information is not held.

The Department for Work and Pensions information you have requested is not held by the Ministry of Defence. You would need to contact them directly for this.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you may apply for an independent internal review by contacting the Information Rights Compliance team, 1st Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.gov.uk>.

Yours sincerely,

