



Ministry of Defence

Our Ref: FOI2014/04962

Ministry of Defence
Defence Business Services
Secretariat
Room F10
Imjin Barracks
Gloucester
GL13 1HW



12 September 2014

Dear [Redacted]

Thank you for your email of 3 September, clarifying your request of the following information:

"I also hereby request, under the provisions of the Freedom of Information Act, the figure that represents the average processing times for AFCS claims and War Pension claims. Please note that the response "each case is individual and therefore we cannot quote an average" is NOT an acceptable response. When I say average, I am talking in statistical terms - in other words, the number of processing months for all claims received to date, divided by the number of claims received to date.

In the case of unfinished claims, I request under the same provisions the number of open claims and how long they have been running.

I also request, under the same provisions the figure that represents the target timescales for processing of claims

I thank you for your email. I would like all information regarding my injury claim. This includes anything from may 2010 to present".

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence (MOD), and I can confirm that all the information in scope of your request is held in following tables:

Table with 6 columns: Category, 2010/11, 2011/12, 2012/13, 2013/14, 2014/15. Rows include AFCS and WPS with processing times in working days.

	Un-cleared Claims*					Average Age
	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15 (Working Days)
AFCS	2840	4180	6525	3345	3230	74
WPS	3695	5775	9210	7645	8060	97

*In line with Defence statistics rounding policy, all figures have been rounded to the nearest 5

It maybe helpful if I explain that last year over 36,000 claims for compensation were dealt with and processes have been significantly improved over the last three years. With the volume of claims received, the complexity of some of these cases and the need to gather evidence, often locating 70 year old paper records and the need for individuals to under go a medical examination in order to have up to date evidence, there will always be several thousand cases being processed at any given time.

	Average Clearance Time (ACT) – Internal Performance Indicator (IPI) (Working Days)*	
AFCS	-	There is no formal ACT for AFCS claims. The current IPI is 98% of cases cleared within 40 days of receipt of the last piece of evidence/external advice. The current achievement as at 31 August 2014, is 99.35%.
WPS	127	ACT IPI

*We do not have published targets but we do have internal performance indicators to help us monitor our performance and how our processes are working

I can confirm your request for copies of all notes relating to your claim were despatched to your home address on 5 September, and trust you have now received them.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied 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,



A/Head of Secretariat