



Ministry of Defence

Secretariat
Defence Infrastructure Organisation
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30 August 2017

Ref: FOI2017/07659

Dear [REDACTED]

Thank you for your email of 31 July 2017 requesting the following information:

Since the initiation of the SFA compensation scheme on 1 Apr 2017, as detailed in the SFA compensation scheme fact sheet ([link here](#)), how many claims for missed appointments have been received by the DIO; of that amount, how many missed appointments claims have been approved. In addition, of the approved claims how many claimants have received the vouchers that were offered under the compensation scheme.

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. The information you have requested can be found below.

How many claims for missed appointments have been received by the DIO?
From 1 April 2017 to 8 August 2017, 725 claims have been received by DIO for missed appointments.

Of that amount, how many missed appointments claims have been approved?
439 have been approved for payment.

Of the approved claims how many claimants have received the vouchers that were offered under the compensation scheme?
No claimant has received voucher payment.

Under Section 16 of the Act (Advice and Assistance) you may find it helpful to note that although the scheme commenced on 1 April 2017, the imposed tight timescale for its introduction meant that not all of the required processes were established at that time, including one to deliver voucher payment. However, the system for issuing vouchers is now in place and we will begin issuing vouchers from Monday 4 September. As I am sure you will understand, there is a backlog which may take up to a month to work through but all successful applicants have been kept informed about the delay in introducing the voucher payment system.

If you have any queries regarding the content of this letter, please contact this office in the first instance

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely

DIO Secretariat