



# UK Armed Forces Compensation Scheme Annual Statistics 6 April 2005 to 31 March 2020

Published: 25 June 2020

This annual bulletin provides summary statistics on claims and awards made under the armed forces and Reserve Forces Compensation Scheme (AFCS). The AFCS is a no-fault scheme, which financially compensates for injury/illness and death caused by service in the UK Armed Forces on or after 6 April 2005.

## Key Points

The AFCS compensates service-attributable:

**Injury/illness** caused or made worse by service in the UK Armed Forces on or after 6 April 2005.

**Death** caused by, or substantially hastened by service in the UK Armed Forces on or after the 6 April 2005.

## During the 2019/20 financial year:



8,504<sup>p</sup> Injury/illness  
54<sup>p</sup> survivors'  
claims were registered



The number of registered injury/illness  
claims has **decreased** since **2017/18**.



**58 Working Days**

To clear injury/illness claims  
(median average)



54%

Of all injury/illness conditions  
awarded were for  
**musculoskeletal disorders**

25%<sup>p</sup>

However, they accounted for  
a smaller percent of awarded  
conditions severe enough to  
attract a Guaranteed Income  
Payment (GIP) .

Of the 6,377 injury/illness claims that were  
registered and cleared during 2019/20:



44%<sup>p</sup> awarded



13%<sup>p</sup> accepted, no award



43%<sup>p</sup> rejected



The figures above may change as the  
2,127 claims pending are cleared and their  
outcome known.



The percentage of awarded claims has  
**decreased** significantly from 63% in  
2014/15 to 44%<sup>p</sup> in 2019/20.



## Expenditure

£79.9M<sup>p</sup>

Paid in compensation  
for service-attributable  
injury/illness

£10.1M<sup>p</sup>

Paid to surviving  
dependents following  
deaths caused by service

<sup>p</sup> Figures relating to the number of claims, outcomes and conditions are marked as provisional as these figures may change as pending claims are cleared and non-genuine claims identified. Accounts for the 2019/20 financial year are pending an audit and may change in future.

**Sources: Compensation and Pension System (CAPS) and DBS Veterans UK Finance Team**

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**Background quality report:**

<https://www.gov.uk/government/statistics/armed-forces-compensation-scheme-statistics-background-quality-report>

Would you like to be added to our **contact list**, so that we can inform you about updates to these statistics and consult you if we are thinking of making changes? You can subscribe to updates by emailing [Analysis-Publications@mod.gov.uk](mailto:Analysis-Publications@mod.gov.uk)

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Other bulletins in this series and the supplementary tables (Annexes A and B) containing all data presented in this publication can be found at:

<https://www.gov.uk/government/collections/armed-forces-compensation-scheme-statistics-index>

## National Statistics Status

National Statistics status means that our statistics meet the highest standards of trustworthiness, quality and public value, and it is our responsibility to maintain compliance with these standards.

The designation of these statistics as National Statistics was confirmed in November 2013 following a compliance check by the Office for Statistics Regulation:

[https://www.statisticsauthority.gov.uk/wp-content/uploads/2015/12/images-letterofconfirmationasnationalstatisticsassessmentreport19\\_tcm97-43516.pdf](https://www.statisticsauthority.gov.uk/wp-content/uploads/2015/12/images-letterofconfirmationasnationalstatisticsassessmentreport19_tcm97-43516.pdf)

Since designation as National Statistics, we have continued to comply with the Code of Practice for Statistics, and have made the following improvements:

Responded to public interest in specific elements of the AFCS, by including the presentation of information on claim clearance times, annual financial spend, interim awards made, and further detail on specific conditions of interest awarded compensation under the AFCS.

Updated the statistics to reflect any AFCS policy changes, for example reporting on recipients of the Armed Forces Independence Payment following its introduction in December 2015.

Continued to monitor data quality and accuracy of reporting and improved methodology where required, for example to;

- Report on latest claim outcomes instead of just initial claim outcome.
- Report clearance time statistics that reflect the full end-to-end process.

Full details on any methodology changes and inclusion of new information can be found in the Background Quality Report.

## Introduction

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This Statistical Bulletin presents summary information on the UK Armed Forces and Reserve Forces Compensation Scheme (AFCS) as at 31 March 2020. The AFCS came into force on 6 April 2005 and is managed by the Ministry of Defence (MOD) with all compensation claims administered by Defence Business Services (DBS) Veterans UK. It replaced the previous compensation arrangements provided by the War Pension Scheme (WPS) and the attributable elements of the Armed Forces Pensions Scheme.

The AFCS compensates for service-attributable:

**Injury/illness** caused or made worse by service in the UK Armed Forces on or after 6 April 2005.

**Death** caused by, or substantially hastened by service in the UK Armed Forces on or after the 6 April 2005.

Further information on the eligibility to claim, and the processing of AFCS claims can be found in the MOD's AFCS Statement of Policy:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/683176/20180215-JSP765-Official.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/683176/20180215-JSP765-Official.pdf)

These statistics have been provided in response to requests for information about claims and awards under the scheme, and are used by the MOD to support work planning and policy development, and external organisations such as NHS trusts, local Government and Armed Forces charities.

In 2010, a review of the AFCS was conducted under the independent chairmanship of former Chief of Defence Staff, Admiral the Lord Boyce. The Lord Boyce Review found the Scheme was fundamentally sound but required adjustment in some areas<sup>1</sup>.

In 2016 a Quinquennial Review (QQR) was conducted to make sure that the scheme still remained fit for purpose and displayed the flexibility to adapt to changing conditions and environments<sup>2</sup>. Overall, the QQR concluded that the AFCS remained on track and fit for purpose, with some areas needing improvement. In April 2018, the MOD published a 'One Year On' Report<sup>3</sup> to discuss the response to the QQR recommendations. These recommendations (increasing the tariff amounts awarded for all tariff levels from 1 to 15) were implemented on 9 April 2018 for new claimants only.

All tables provided in previous releases of this report have been updated with 2019/20 data and are available in Annexes A and B as separate Excel and Open Document Spreadsheet (ODS) files at: <https://www.gov.uk/government/collections/armed-forces-compensation-scheme-statistics-index>

The MOD also publishes annual statistics summarising MOD compensation payments under the;

- a) War Pension Scheme (WPS). This scheme considers claims for compensation for injury, illness or death caused by service on or after 6 April 2005:  
<https://www.gov.uk/government/collections/war-pension-recipients-index>
- b) Common Law Compensation Scheme. This scheme considers claims or compensation on the basis of whether the MOD has a legal liability to pay compensation. Where there is a proven legal liability, compensation is paid:  
<https://www.gov.uk/government/collections/mod-compensation-claims-statistics>

Other related MOD Official Statistics:

- c) Annual Location Statistics on the location of pension and compensation recipients: <https://www.gov.uk/government/collections/location-of-armed-forces-pension-and-compensation-recipients>
- d) A four-part publication on the size and socio-demographic characteristics of the UK Armed Forces veteran population residing in Great Britain. The last in the series was published in 2019:  
<https://www.gov.uk/government/collections/annual-population-survey-uk-armed-forces-veterans-residing-in-great-britain>
- e) A two part publication which provided: estimates on the size and socio-demographic characteristics of the working age (between 16 and 64 years of age) UK Armed Forces veteran population residing in England and Wales, and; comparisons to the general population in England and Wales using responses provided in the 2011 Census: <https://www.gov.uk/government/collections/census-2011-working-age-uk-armed-forces-veterans-residing-in-england-and-wales-index>

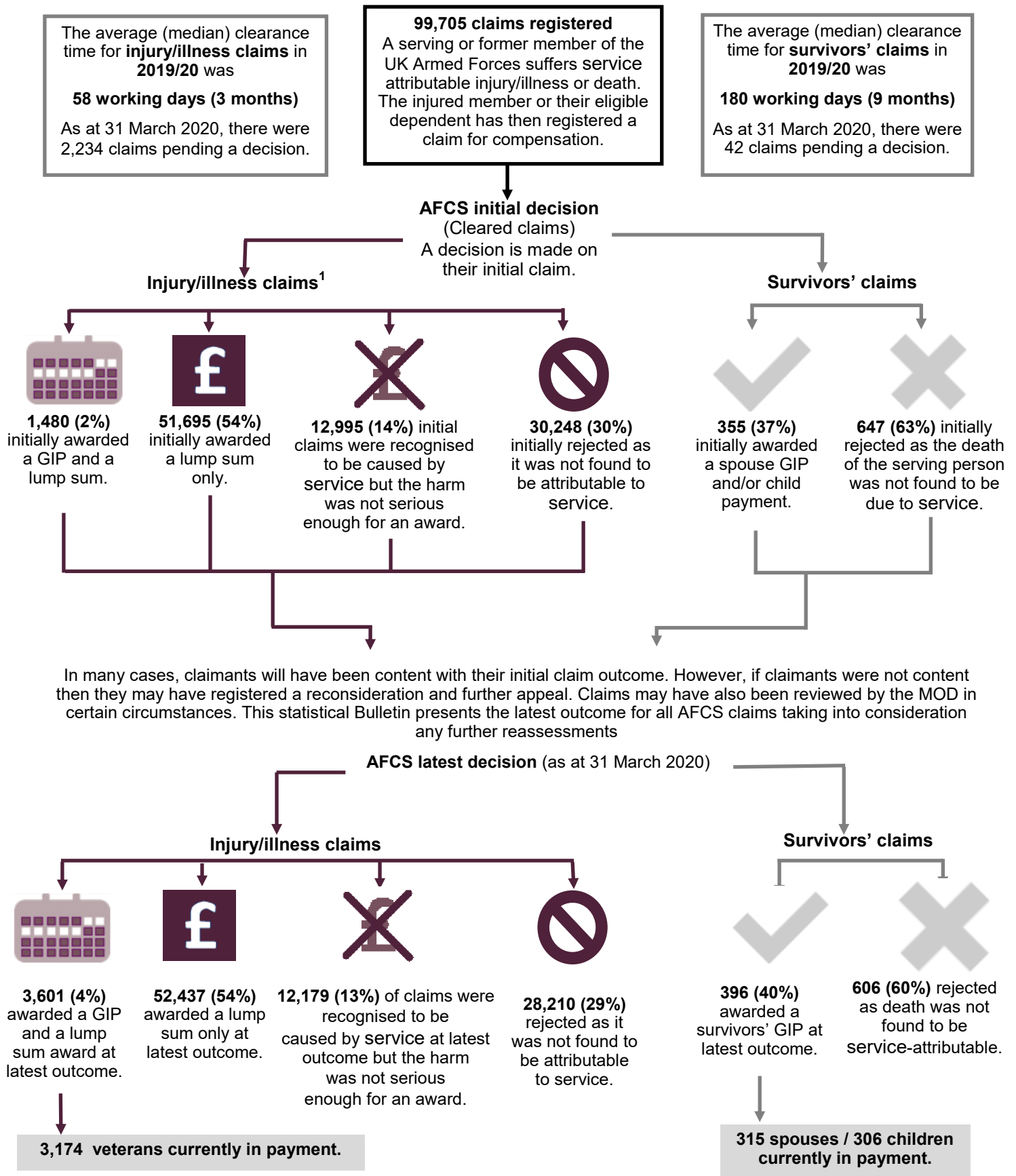
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## Flow chart of the AFCS claim process

Figure 1 portrays the journey of an AFCS injury/illness or survivors' claim.

### Figure 1: UK AFCS claim process

As at 31 March 2020



1. There were 9 cleared claims with no initial outcome recorded on the CAPS.

## Registered Claims

This section provides summary statistics on injury/illness claims, survivors' claims, reconsiderations, appeals and reviews registered under the AFCS, with trends over time.

**Note that figures are provisional** and should therefore not be considered final. Figures are provisional for two reasons:

1. Any pending initial injury/illness and survivors' claims that are later identified as 'non-genuine' will be removed from these figures in the future. As such, the figures presented here may reduce in future reporting.
2. A delay in the recording of reviews and reconsiderations on the administration system, Compensation and Pension System (CAPS) will result in the number of reviews and reconsiderations registered in 2019/20 increasing in future reporting.

**Since the start of the scheme in 2005/06 there have been;**

### **98,661<sup>P</sup> Injury / illness claims**

registered by serving and ex-serving UK Armed Forces personnel for compensation for service-attributable injury or illness of which, **8,504<sup>P</sup> were registered in 2019/20.**

### **1,044<sup>P</sup> Survivors' claims**

registered to apply for compensation for service-attributable death of which, **54<sup>P</sup> were registered in 2019/20.**

### **18,684<sup>P</sup> Reconsiderations**

registered by all claimants who wished to request for their claim outcome to be reconsidered of which, **1,423<sup>P</sup> were registered in 2019/20.**

### **10,541<sup>P</sup> Appeals**

registered by claimants requesting for their claim to be reviewed at a Pension Appeal Tribunal of which, **1,442<sup>P</sup> were registered in 2019/20.**

### **10,787<sup>P</sup> Reviews**

registered to request for their claim to be assessed under one of the formal review processes of which, **2,066<sup>P</sup> were registered in 2019/20.**

**Injury/illness claims:** Registered by UK Armed Forces personnel and veterans for injury/illness caused by service since 6 April 2005.

**Survivors' claims:** Registered by, and on behalf of, eligible spouses and partners following the death of a service person or veteran where the cause of death was attributed to service in the UK Armed Forces since 6 April 2005.

**Reconsiderations:** All claimants may request for DBS Veterans UK to reconsider their claim if they are not satisfied with the outcome.

**Appeals:** All claimants may lodge an appeal to an appropriate Pension Appeal Tribunal if they are not satisfied with the outcome of their claim.

**Reviews:** Collective title for specific re-evaluations that can be made on a claim. Reviews can be claimant or department-led. See Glossary for full list of reviews.

**Pending claims:** Registered initial injury/illness and survivors' claims with no outcome recorded on the CAPS as at 31 March 2020.

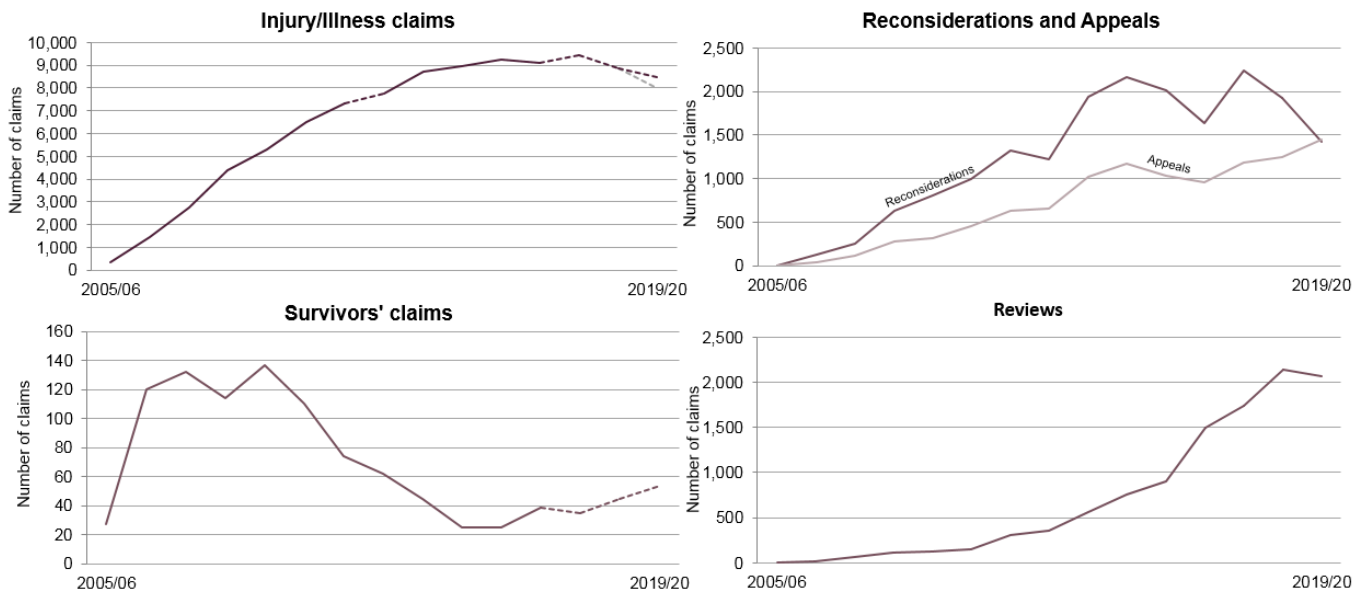
**Non-genuine cases:** Claims entered onto the CAPS which are later: withdrawn by the claimants; passed to the WPS to be assessed (for a pre-April 6 2005 injury, illness or death); and duplicates recorded in error removed.

Further information on all claim types and non-genuine cases can be found in the Background Quality Report.

Figure 2 shows the annual numbers of registered claims between 2005/06 and 2019/20. Due to the number of pending cases (2,127 injury/illness claims & 42 survivor claims) the 2019/20 trends are provisional and been marked as '-'. From historical observations, the number of injury/illness claims registered in 2019/20 may decrease by approximately 6% as pending claims are later identified as non-'genuine'; this potential 2019/20 trend has been marked by a second provisional line using light grey. Due to the potential increase in the number of reconsiderations and reviews registered in 2019/20, the 2019/20 trend lines are provisional and been marked as '- -'.

## Registered Claims (cont.)

**Figure 2: AFCS injury/illness claims, survivors' claims, reconsiderations, appeals and reviews registered, by financial year<sup>1</sup>, number of claims<sup>P</sup>**  
6 April 2005<sup>2</sup> to 31 March 2020



**Source: Armed Forces Compensation Scheme**

1. By financial year in which claims were registered
2. The AFCS scheme began on the 6 April 2005.

<sup>P</sup> The 2019/20 trend lines for injury/illness claims, survivors' claims, reconsiderations and reviews are provisional and marked as '- -'.

The number of registered **injury/illness** claims increased year on year between 2005/06 and 2015/16, however, since 2017/18 the numbers decreased. This is due to a combination of factors: the reductions in the numbers of service personnel; the conflict in Afghanistan ending in December 2014; a change in the types of injuries service personnel are sustaining and; advances in treatment and rehabilitation.

The number of registered survivors' claims peaked in 2009/10, a time when there was a high volume of military deaths due to operations in Iraq (which ended on 22 May 2011) and Afghanistan. Even though numbers are lower than those seen in 2009/10, since 2015/16 there has been an increase in the number of survivors' claims. Trends in survivors' claims may not reflect published MOD in-service deaths statistics<sup>4</sup> as Survivors may claim for compensation up to three years following a death.



## Clearance times

This section provides summary information on the average (median) number of working days it took to clear claims, reconsiderations and appeals registered under the AFCS, as an indication of how long a claimant can expect to wait, on average, for a decision. Figures are presented for claims cleared in 2019/20, with comparisons to 2017/18 and 2018/19.

Due to a previous change in methodology it is not possible to compare figures with clearance times prior to 2017/18. However, figures calculated using the old methodology covering the period 6 April 2005 to 31 March 2017 can still be accessed in Annexes A and B. See Background Quality Report for further information on the change in methodology.

### During 2019/20;

**Injury / illness claims** were cleared, on average, within **58 working days (3 months)**

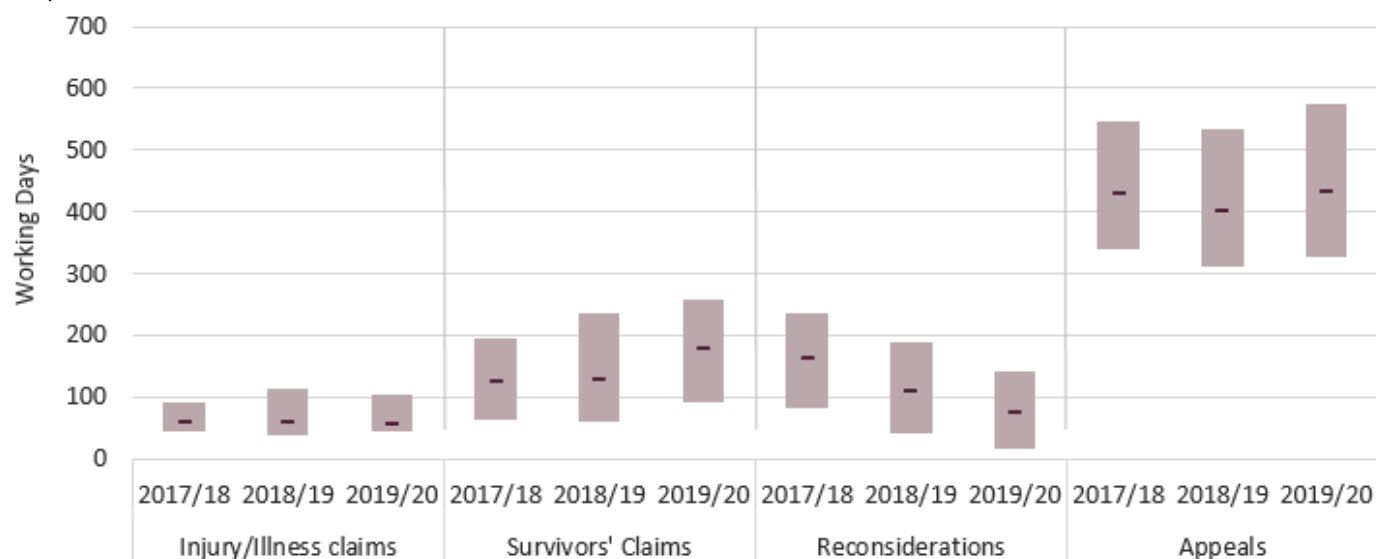
**Survivors' claims** were cleared, on average, within **180 working days (9 months)**

**Reconsiderations** were cleared, on average, within **75 working days (4 months)**

**Appeals** took the longest average time to clear (**432 working days or up to 22 months**), however it should be noted that the MOD have no control over the length of time it takes for a decision to be made as appeal tribunals are independent.

**Figure 3: AFCS clearance times, by claim type and financial year<sup>1</sup>, median average working days, upper and lower quartiles**

<sup>1</sup> 1 April 2017 to 31 March 2020



**Source: Armed Forces Compensation Scheme**

1. By financial year in which claims were cleared

Clearance times are calculated as the number of working days between the date the claim/appeal was received by the MOD and the date a decision was made.

The range of clearance times for survivors' claims was wider than for injury/illness claims, due to the processes involved, e.g. there were often delays in processing claims while evidence of financial dependency was gathered and relationship statuses were checked (Figure 3).

Appeals cleared between 2017/18 and 2019/20 took on average over 400 working days (over 20 months) to clear and had a wider range of clearance times than other claim types. This is due to the complexity of the process. AFCS appeals are heard at an independent Pension Appeal Tribunal (PAT) and the MOD has no control over the length of time it takes for evidence to be gathered or a decision to be made.

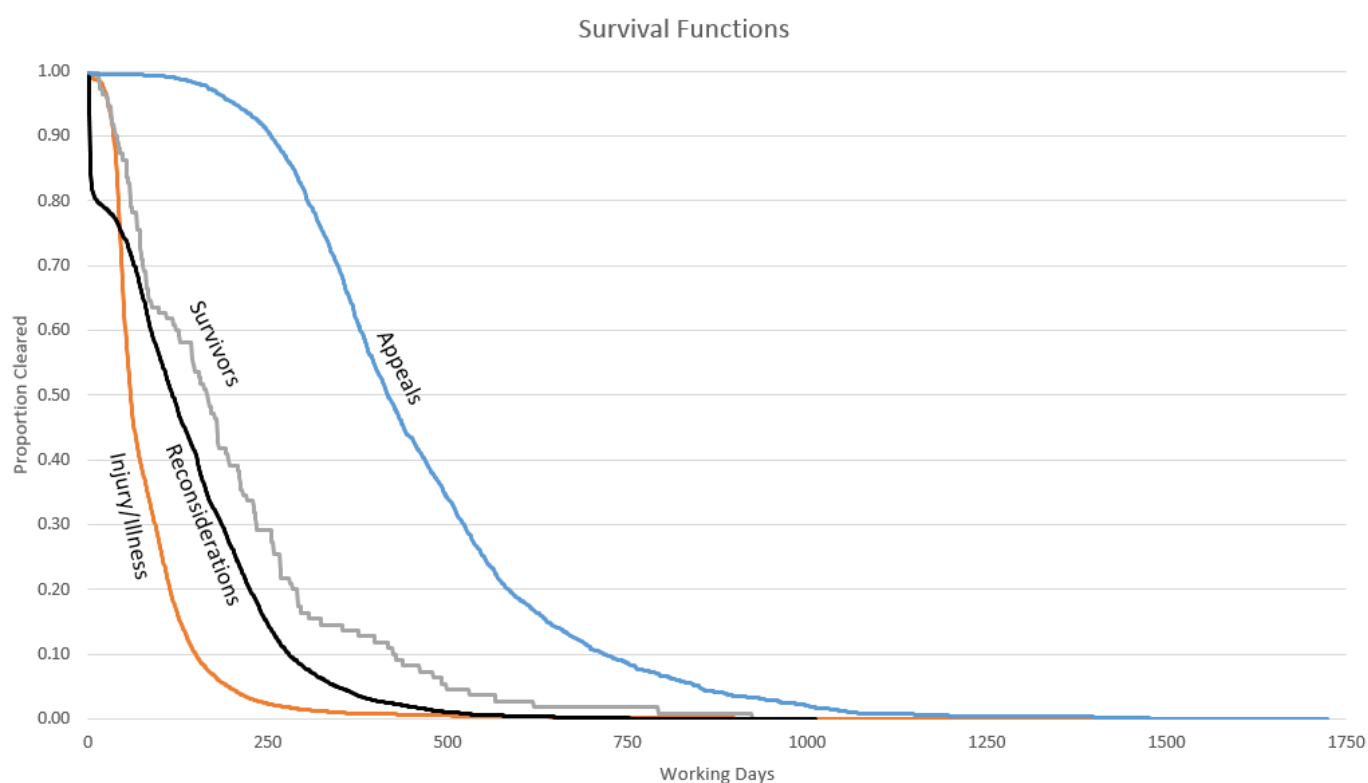


## Clearance times (cont.)

Survival analysis was conducted on all injury/illness claims, survivors' claims, reconsiderations and reviews cleared on or after 1 April 2017, plus the 2,234 claims that were pending as at 31 March 2020. This type of analysis allows prediction of how long it takes for each type of claim to reach a completed stage using previously completed data. Analysis showed that appeals take significantly longer than other claim types to clear, whilst injury/illness claims take significantly less time to clear than other claim types. Taking pending claims into account, injury/illness claims will be resolved, on average, after 60 working days, whereas appeals are anticipated to take up to 417 working days (Figure 4).

**Figure 4: Survival analysis, presenting the predicted number of working days at which claims will be cleared**

1 April 2017 to 31 March 2020



Source: Armed Forces Compensation Scheme

## Latest injury/illness claim outcomes

This section provides summary statistics on the latest outcome of all injury/illness claims registered under the AFCS as at 31 March 2020, and trends over time.

Note that as at 31 March 2020 there were 2,234 pending injury/illness claims (of which, 2,127 claims were registered during 2019/20). Therefore, **figures are provisional** and will change in the future as these claims are cleared.

### Since the start of the scheme;

**96,427<sup>P</sup>** Injury / illness claims have been cleared under the AFCS, of which:

**Over half (54%<sup>P</sup>)** have been awarded a lump sum only payment (52,437<sup>P</sup>) for a less serious injury / illness.

**4%<sup>P</sup>** have been awarded a lump sum payment and GIP (3,601<sup>P</sup>) for a more serious injury / illness.

**13%<sup>P</sup>** have been accepted but with no award (12,179<sup>P</sup>).

**Over a quarter (29%<sup>P</sup>)** have been rejected (28,210<sup>P</sup>).

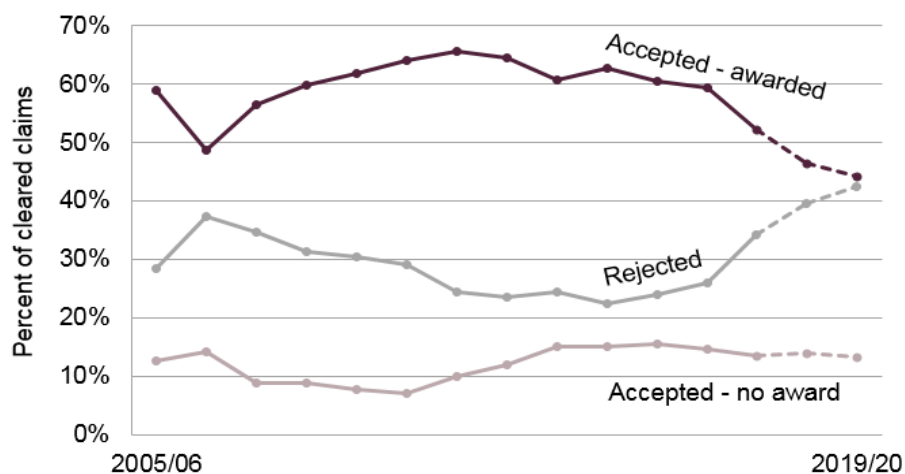
**Awarded Lump Sum only:** An immediate one-off lump sum payment compensating for a less severe injury/illness not expected to have any significant permanent effects on the claimant's future earning capacity. Lump sum only awards are made at tariff levels 12-15.

**Awarded Lump Sum plus GIP:** In addition to a lump sum payment, an ongoing Guaranteed Income Payment (GIP) is awarded for a more serious injury/illness (awarded at tariff levels 1-11). A GIP is payable for life, to recognise future loss of earning capacity, with the first payment made once the claimant has left service (following an in-service claim), or from date of claim clearance (following a post-service claim). All GIP recipients are veterans.

**Accepted - No Award:** Service-attributable injury/illness isn't severe enough to be awarded a tariff level and therefore no financial compensation is awarded.

**Rejected:** Claimed injury/illness is found not to be attributable to service.

**Figure 5: Accepted injury/illness AFCS claims by outcome and financial year<sup>1</sup>, percentages<sup>P</sup>**  
6 April 2005 to 31 March 2020



**Source: Armed Forces Compensation Scheme**

1. By financial year in which claims were registered

<sup>P</sup> Due to pending cases, the figures for 2018/19 and 2019/20 are provisional and marked as '- '.

The outcomes for claims registered in a financial year changed significantly since 2014/15 (Figure 5). Over the past 5 years the proportion of registered claims which have been:

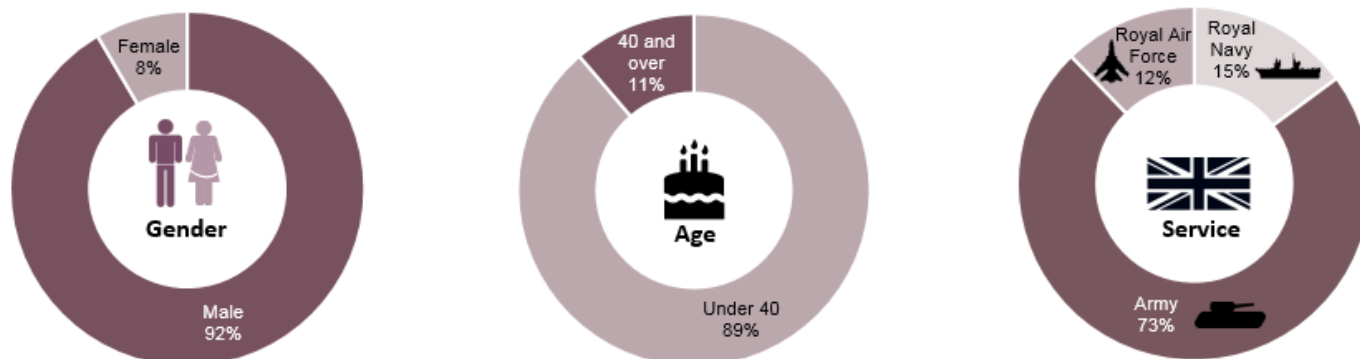
- awarded reduced by 19 percentage points to **44%<sup>P</sup>** in 2019/20;
- rejected increased by 21 percentage points to **43%<sup>P</sup>** in 2019/20.

This is likely to be due to a change in the types of injuries being claimed for, from event or incident related injuries such as those sustained in Afghanistan to chronic onset of injuries where the published peer reviewed evidence does not support a causal link to service. Please note the percentages for 2019/20 may change as the pending claims are cleared.

## Demographics of awarded injury/illness claimants

This section presents a demographic breakdown of all awarded injury/illness claimants between 6 April 2005 and 31 March 2020.

**Figure 6: Gender, age and service<sup>R</sup> breakdowns of awarded injury/illness claimants, percentages<sup>P</sup>**  
6 April 2005 to 31 March 2020



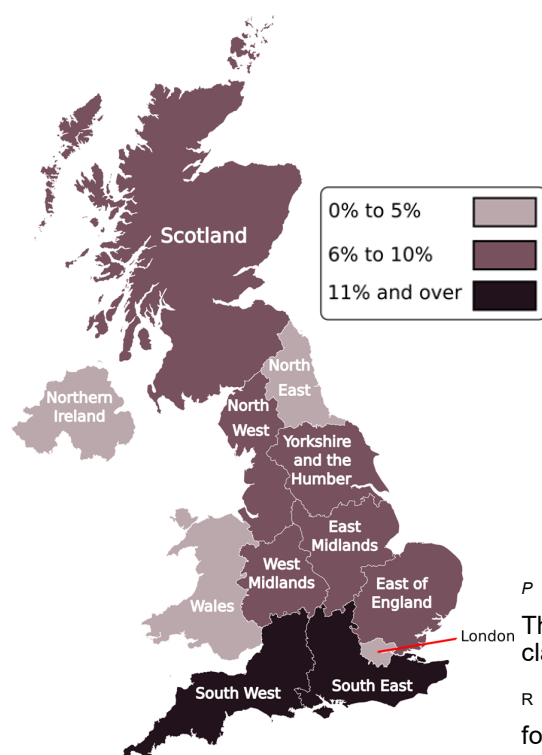
**Source: Armed Forces Compensation Scheme**

<sup>P</sup> As at 31 March 2020 there were 2,234 pending injury/illness claims. Therefore, figures are provisional and may change in the future as these claims are cleared.

The proportions of awarded AFCS claimants who were male (92%<sup>P</sup>) and/or aged under 40 (89%<sup>P</sup>) were broadly in line with the gender and age profile of the UK Regular Armed Forces as at 1 April 2020<sup>5</sup> (89% and 81% respectively). Since the scheme began on 6 April 2005, over seven in Ten (76%<sup>P</sup>) of all injury/illness claims were registered by serving UK Armed Forces personnel, so it is to be expected that the demographic profile of those awarded compensation was similar to that of the UK Regular Armed Forces.

The percentage of awarded claimants who were serving or ex-serving in the Army (73%<sup>P</sup>) was higher than the percentage of Army personnel serving in the UK Regular Armed Forces as at 1 April 2020<sup>6</sup> (55%). These findings replicate recent MOD Health and Safety Statistics<sup>7</sup> which showed that Army personnel were at significantly higher risk of reporting injury and ill health incidents than personnel in the Royal Navy<sup>R</sup> and RAF.

**Figure 7: Heat map of location of awarded AFCS injury/illness claimants by UK region, percentages<sup>P</sup>**  
6 April 2005 to 31 March 2020



The proportion of awarded AFCS claimants based in the South East or the South West of England (39%<sup>P</sup>) was lower than the 51% of UK Regular Armed Forces personnel based in the same regions as at 1 April 2019<sup>8</sup>.

Please note that 8%<sup>P</sup> of successful AFCS injury/illness claimants were either residing overseas, were considered 'Other UK' (includes Isle of Man and Channel Islands) or 'UK Unknown' (includes those with a UK address at the time of initial claim but it was not possible to assign the address to a region), or their address information was incomplete so it was not possible to assign the address to a country or region.

<sup>P</sup> As at 31 March 2020 there were 2,234 pending injury/illness claims. Therefore, figures are provisional and will change in the future as these claims are cleared.

<sup>R</sup> 'Royal Navy' includes the services Royal Navy and Royal Marines, formerly referred to as 'Naval Service'.

## Injury/illness awarded conditions

This section presents a summary of all injuries/illnesses awarded under the AFCS as at 31 March 20, and trends over time. Note that the underlying data in this section and Annexes A and B have been rounded to the nearest five to safeguard the confidentiality of individuals. Please see the methodology section and the Background Quality Report for further detail.

Claimants can apply and be awarded compensation for multiple conditions within a single claim. This means that the resulting numbers of awarded claims and awarded conditions will not always be the same.

### Since the start of the scheme;

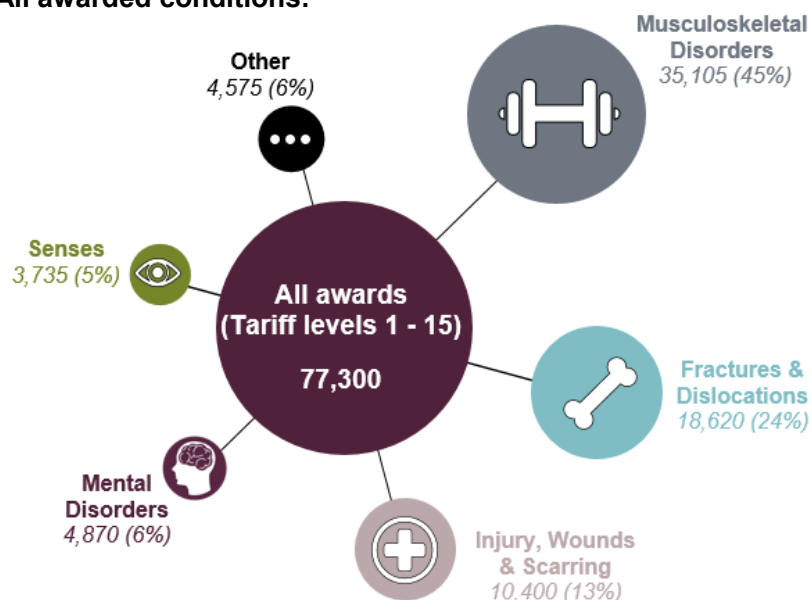
**77,300<sup>P</sup> conditions** had been awarded compensation, following 56,038 successful injury/illness claims.

**6%<sup>P</sup>** of all awarded conditions were severe enough to attract a GIP (4,895).

**Figure 8: Most common tariff of injuries awarded under the UK AFCS, numbers and percentages**

6 April 2005 to 31 March 2020

### All awarded conditions:



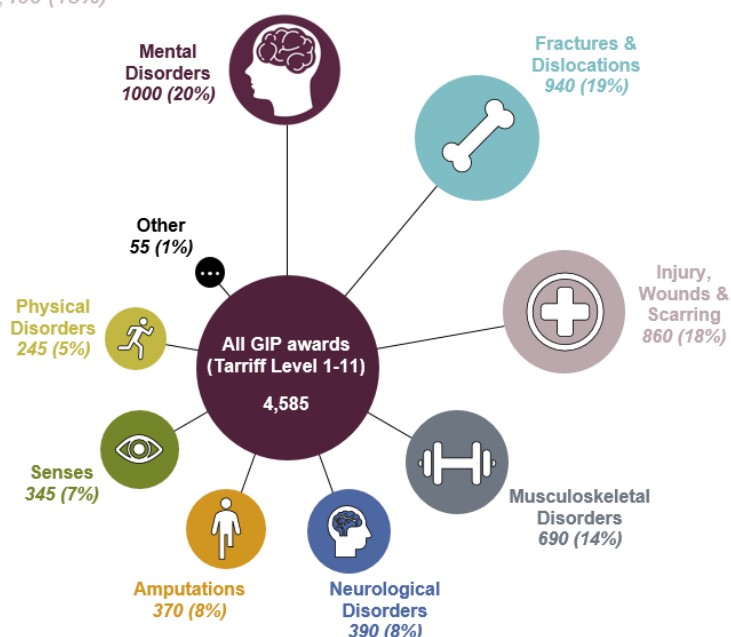
Service-attributable injuries / illnesses are awarded under the AFCS in line with one of **nine tariff of injury tables**:

- Table 1 - Burns
- Table 2 - Injury, Wounds and Scarring
- Table 3 - Mental Disorders
- Table 4 - Physical Disorders
- Table 5 - Amputations
- Table 6 - Neurological Disorders
- Table 7 - Senses
- Table 8 - Fractures and Dislocations
- Table 9 - Musculoskeletal Disorders.

The full list of tariff of injury tables can be found online:

<http://www.infolaw.co.uk/mod/docs/AFCS-2016-05-31.pdf>

### Conditions awarded a lump sum plus GIP:



<sup>P</sup> As at 31 March 2020 there were 2,234 pending injury/illness claims. Therefore, figures are provisional and will change in the future as these claims are cleared.

## Injury/illness awarded conditions (cont.)

Since the start of the scheme, there were 77,300<sup>p</sup> awarded conditions following 56,038<sup>p</sup> successful claims.



**45%<sup>p</sup>** Of all conditions  
Compared with  
**14%<sup>p</sup>** Of all GIP awards

**Musculoskeletal (MSK) disorders** was the most prevalent condition, which was expected since MSK disorders and injuries are the most common causes of medical discharge from the UK Regular Armed Forces<sup>9</sup>. However, MSK accounted for only 14%<sup>p</sup> of conditions awarded a GIP suggesting that whilst MSK disorders are the most prevalent service-attributable condition, most recipients are often not expected to experience a significant loss of earning capacity.

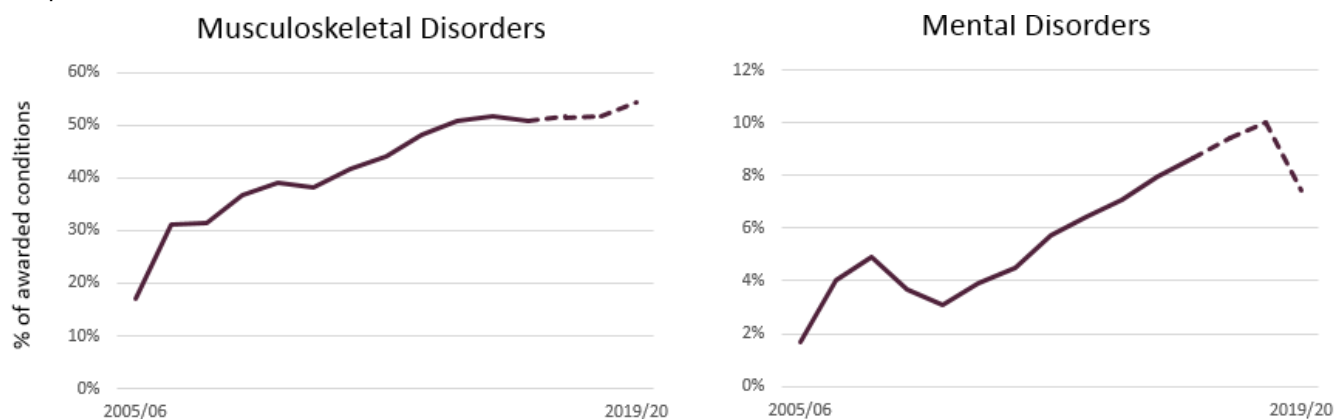
**Mental disorders** made up only a small percentage of all awarded conditions, but were much more prevalent for more serious conditions which attracted a GIP. This reflects the long term, complex nature of mental disorders, and their impact on claimants' earning capacity in the future.



**6%<sup>p</sup>** Of all conditions awarded  
Compared with  
**20%<sup>p</sup>** Of all GIP awards

**Figure 9: AFCS injury/illness conditions awarded, MSK disorders and Mental disorders, by financial year<sup>1</sup>, percentage of awarded conditions<sup>p</sup>**

6 April 2005<sup>2</sup> to 31 March 2020



### Source: Armed Forces Compensation Scheme

1. By financial year in which claims were registered

2. The AFCS scheme began on the 6 April 2005.

<sup>p</sup> Due to pending cases, the figures for 2017/18, 2018/19 and 2019/20 are provisional and marked as '-'

The proportion of awarded conditions for MSK was stable at approximately 52%<sup>p</sup> for claims registered between 2014/2015 and 2018/19 however, 2019/20 saw a significant increase to 54%<sup>p</sup>. The reasons for the increase are currently unclear will continue to be monitored (Figure 9). The proportion of all awarded conditions for mental disorders significantly increased year-on-year since 2009/10; from 3% in 2009/10 to 10%<sup>p</sup> in 2018/19. The increase will be a combination of rising mental health presentations and the effect of MOD and national campaigns to raise awareness and reduce the stigma of mental health, resulting in more personnel seeking help. The proportion of awarded conditions which were for mental disorders decreased significantly, to 7%<sup>p</sup>, for claims registered in 2019/20. The reasons for the decrease are currently unclear but will continue to be monitored.

**GIPs** are paid to those whose injuries would cause a significant loss of earning capacity. Since 2007/08 the proportion of awarded conditions attracting a GIP significantly decreased from 13% in 2007/08 to <1%<sup>p</sup> in 2019/20. This is largely due to: the reduction in life threatening injuries following the end of Operations in Iraq and Afghanistan; the reduction in serious injuries in the workplace due to emphasis on Health, Safety and Environment protection and; advances in treatment and rehabilitation.

There are high volumes of external interest in AFCS awards for Non-Freezing Cold Injury, Noise Induced Hearing Loss and Post-Traumatic Stress Disorder. Figures can be found in Table 13 of Annexes A & B.

## Recipients of Guaranteed Income Payments

This section presents further detail on veterans in receipt of a Guaranteed Income Payment (GIP) for more severe injury or illnesses, and those in receipt of the Armed Forces Independence Payment (AFIP), as at 31 March 2020. For more information on GIPs and the AFIP please see accompanying Background Quality Report.

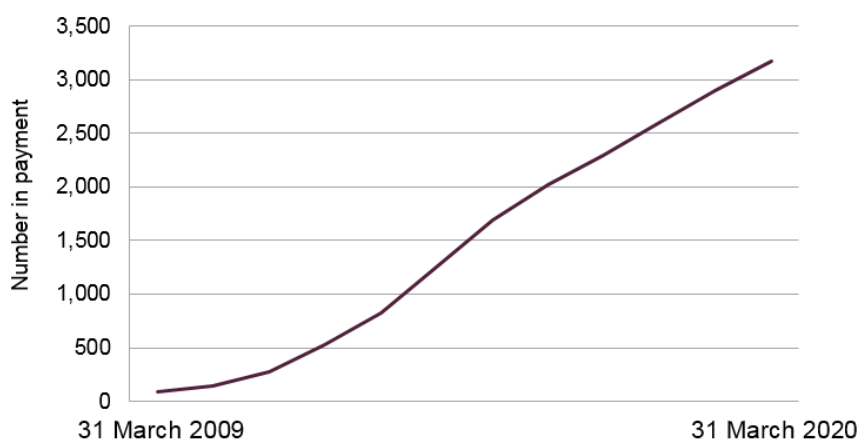
As at 31 March 2020, **3,174 veterans were in receipt of a GIP** following an injury/illness claim.

This is lower than the total number of GIP awards made since the start of the scheme (3,601) for several reasons:

- A veteran may be in receipt of a GIP following multiple successful claims under the AFCS (the amount received will account for multiple awards but claimants will be counted once).
- In-service claimants awarded a GIP who were still in service will not begin to receive payment until they have left service.
- A previous GIP recipient has ceased to receive payment, e.g. due to death or legal reasons.

In addition to a lump sum payment, an ongoing Guaranteed Income Payment (GIP) is awarded for a more serious injury/illness (awarded at tariff levels 1-11). A GIP is payable for life, to recognise future loss of earning capacity, with the first payment made once the claimant has left service (following an in-service claim), or from date of claim clearance (following a post-service claim). All GIP recipients are veterans.

**Figure 10: UK Armed Forces Veterans in receipt of a Guaranteed Income Payment, by financial year<sup>1</sup>**  
As at 31 March 2009 to as at 31 March 2020<sup>2</sup>



1. This figure does not include deferred GIPs.

2. From January 2009 there was a change in the source of data regarding GIPs. Data prior to this date is incomplete.

Since 31 March 2009, the number of ex-service personnel in receipt of a GIP has increased year on year. This is due to the cumulative effect of new veterans starting to receive their GIP each year and those awarded in previous years continuing to receive it.

### Armed Forces Independence Payment (AFIP)

As at 31 March 2020, there were 3,174 veterans in receipt of a GIP, of which 1,171 were also identified as being in receipt of the AFIP. There are a number of reasons why personnel may not be receiving the AFIP:

- The AFCS GIP recipient was not eligible to receive an AFIP.
- An AFIP eligible claimant may have opted to continue to receive the Personal Independence Payment (PIP).
- The GIP award was made recently and therefore the eligible claimant's AFIP payment was still being processed.
- The MOD has had a non-response from the eligible claimant to determine whether they wish to receive the AFIP.

Service personnel awarded a GIP at 50% or above are eligible to apply for additional financial support via the Armed Forces Independence Payment (AFIP). The AFIP was introduced on 8 April 2013 and is a benefit to help with the extra costs of long-term health conditions or disability. More information about AFIPs can be found at:

<https://www.gov.uk/government/publications/faq-on-the-armed-forces-independence-payment>



## AFCS awards to those deployed to Iraq and/or Afghanistan

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This section presents a summary of all awarded AFCS claimants who have previously deployed to Iraq and/or Afghanistan, since the MOD is frequently asked to provide this information.

Of the 45,679 people awarded compensation for an injury/illness caused by service as at 31 March 2020, a total of 28,833 had deployed to Iraq and/or Afghanistan prior to their claim. Of these:

- 6,042 individuals had deployed on Operations in Iraq only prior to the registered date of their claim.
- 13,367 individuals had deployed on Operations in Afghanistan only prior to the registered date of their claim.
- 9,424 individuals had deployed on Operations in both Iraq and Afghanistan prior to the registered date of their claim.

Note that the number of successful individuals who deployed to Iraq only prior to registering their AFCS claim has increased compared to previous reporting. This is due to a processing error which has now been resolved. For more information please see accompanying Background Quality Report.

It is important to note that the AFCS attributes injury/illness to service and not a particular event during a service person's career. Therefore it is not possible to attribute AFCS claims/awards to a specific deployment and **these figures are likely to include individuals awarded compensation for an injury/illness that did not occur as a result of their deployment**, even though they had deployed at some previous point in time prior to registering their claim.



## Latest survivors' claim outcomes

This section provides summary statistics on the latest outcome of all survivors' claims registered under the AFCS as at 31 March 2020, and trends over time.

Note that as at 31 March 2020 there were 42 pending survivors' claims. Therefore **figures are provisional** and will change in the future as these claims are cleared.

### Since the start of the scheme;

**1,002<sup>P</sup>** Survivors' claims have been cleared under the AFCS, of which:

**40%<sup>P</sup>** have been awarded a Survivors' Guaranteed Income Payment (396<sup>P</sup>).

**60%<sup>P</sup>** have been rejected (606<sup>P</sup>).

### Awarded Survivors' Guaranteed Income Payment (SGIP):

If a death is found to be attributable to service, the eligible partner/spouse of the deceased will receive a SGIP, paid to provide financial support and to recognise the loss of the deceased partner's earnings. The amount paid is increased in line with inflation each year and is paid for life.

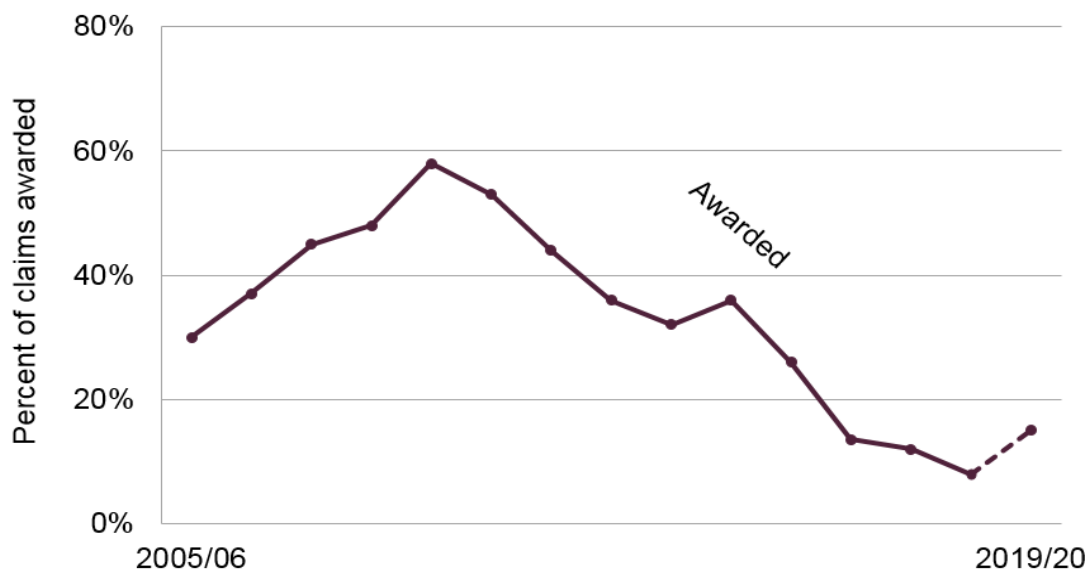
Those in receipt of a SGIP may claim for an additional child payment where their child(ren) meet the eligibility criteria.

**Rejected:** Death was found not to be attributable to service.

A survivors' claim is automatically generated following a death in service where death occurred on or after 6 April 2005, regardless of whether the death was caused by service. This may partly account for the lower success rate compared with other claim types.

**Figure 11: Awarded AFCS survivors' claims, by financial year<sup>1</sup>, percentages<sup>P</sup>**

6 April 2005 to 31 March 2020



<sup>1</sup>. By financial year in which claims were registered

<sup>P</sup> As at 31 March 2020 there were 42 pending survivors' claims. Therefore figures are provisional and will change in the future as these claims are cleared.

Since the start of the scheme, the proportion of awarded survivors' claims fluctuated, reflecting the change in operational tempo over time. Figure 11 shows that the proportion of awarded survivors' claims was highest between 2009/10 and 2013/14, a time when there were a high volume of military deaths due to operations in Iraq (which ended on 22 May 2011) and Afghanistan (which ended on 12 December 2014). The proportion of awarded survivors' claims fell to its lowest level in 2018/19.

## Survivors' payments

This section presents further detail on spouses awarded a Guaranteed Income Payment (GIP) and child payments (CP) with summary statistics on spouse and child recipients as at 31 March 2020.

An awarded survivors' claim may result in more than one payment e.g. a spouse GIP and one or more child payments. For further information on survivors' GIPs, please see accompanying Background Quality Report.


As at 31 March 2020, there were:

 **315**  
spouses  
in receipt of a SGIP


 **306**  
children  
in receipt of a CP

The term 'spouse' is used in this section to refer to spouses and eligible partners in receipt of a survivors' GIP.

Of the 315 spouses in receipt of a SGIP:

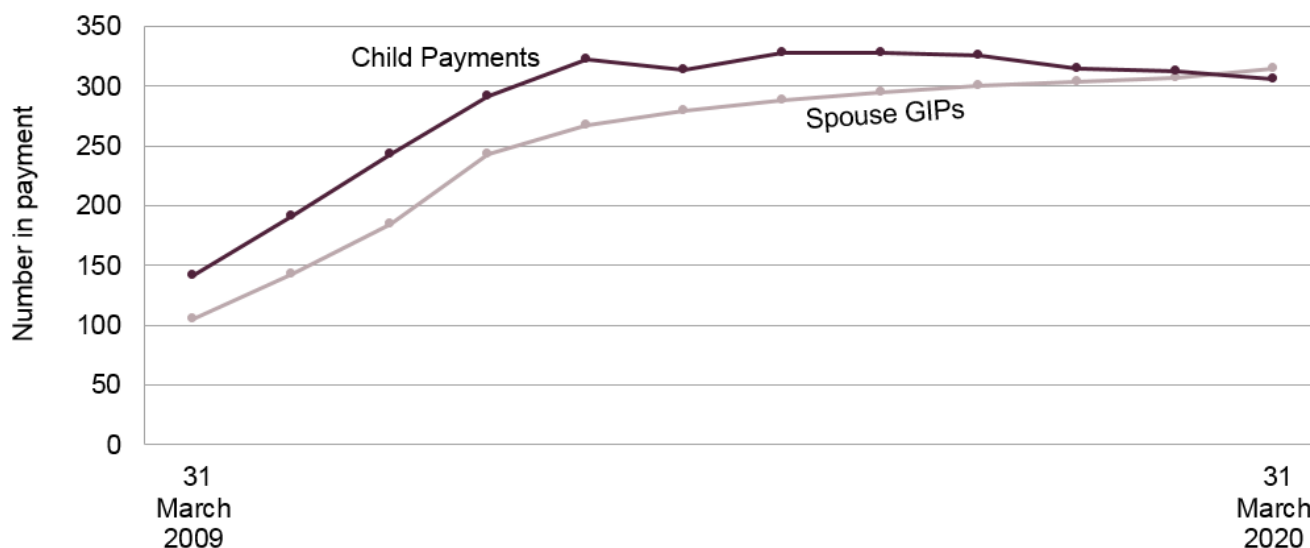
 **99%**  
were female

 **Over 65%**  
were younger than 45  
years of age

 **32%**  
Were located in the  
South East or the  
South West of  
England

**Figure 12: Eligible spouses and children in receipt of a Survivors' Guaranteed Income Payment (GIP) or Child Payment, as at financial year end, numbers**

As at 31 March 2009 to as at 31 March 2020<sup>1</sup>



1. From January 2009 there was a change in the source of data regarding GIPs. Data prior to this date is incomplete.

The number of survivors' GIPs and child payments in payment increased over time between 31 March 2009 and 31 March 2013. This was at a time when there was high operational tempo in Iraq and Afghanistan resulting in higher numbers of service related deaths<sup>4</sup>. Since 31 March 2013, the number of SGIPs in payment increased at a slower rate. This reflected the reduced operational tempo leading to a reduction in the number of service personnel who died each year, and a reduction in SGIP claims and awards.

## Financial amounts paid out under the AFCS

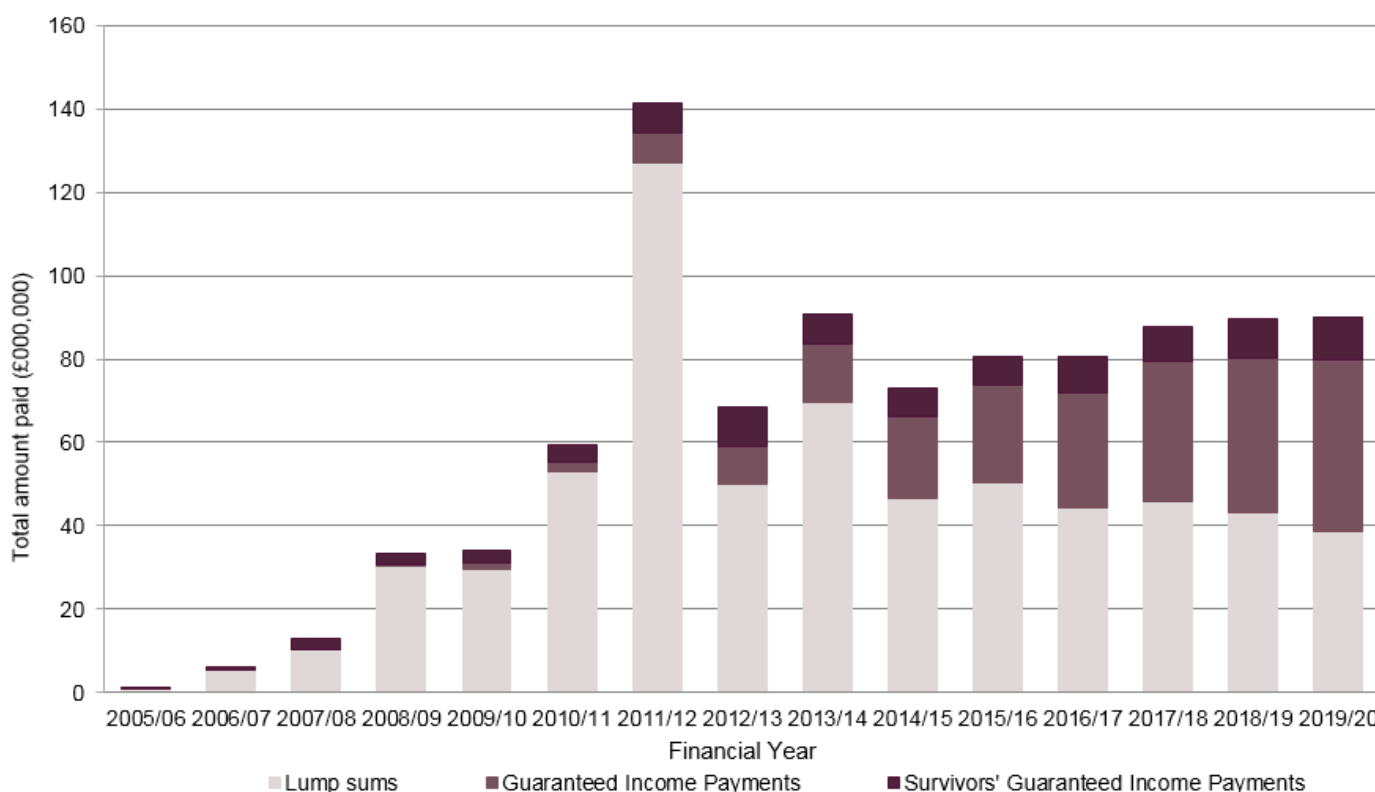
This section provides information on the financial amounts that have been paid out under the AFCS since the scheme began on 6 April 2005.

**As at 31 March 2020;**

**Over £949M<sup>P</sup> has been paid out in compensation** under the scheme. Of which:

- Over £645M<sup>P</sup> was paid out in lump sum payments.
- Over £216M<sup>P</sup> was paid out Guaranteed Income Payments (GIPs).
- Over £87M<sup>P</sup> was paid out in Survivors' Guaranteed Income Payments (SGIPs).

**Figure 13: AFCS expenditure, by type of payment and financial year, £<sup>P</sup>**  
6 April 2005 to 31 March 2020



<sup>P</sup> Accounts for the 2019/20 financial year are pending an audit and may change in future. As such, these figures are marked provisional.

The total amount paid out in lump sum payments during 2011/12 was higher than other financial years (over £126M). This was primarily due to additional payments made following the Lord Boyce Review, whereby all previous lump sum awards were uplifted and back-payments were made. Pre-and-post Lord Boyce review tariff awards can be found in the Background Quality Report. The same increase in total amounts paid out in lump sum payments has not been seen in the 2018/19 or 2019/20 financial years, despite the implementation of the Quinquennial Review (QQR) recommendations on 9 April 2018. The increase in tariff amounts recommended by the QQR were intended for new claimants only; previous lump sum awards have not been uplifted.

The smaller peak in 2013/14 was driven by an increase in the number of cleared claims (where a decision was made) due to additional resources allocated to AFCS workloads to clear a backlog of cases following the Lord Boyce Review.

The annual amounts paid out in GIPs increased year-on-year. This was expected as the amounts paid each year represent all ongoing cumulative payments and not just those awarded in each year.

## Data, definitions and methods

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This section provides a brief summary of the methodology and data sources. More detailed information is available in the Background Quality Report.

### Data Sources

Most of the information presented within this Statistical Bulletin was sourced from AFCS data held on the Compensation and Pension System (CAPS), managed by DBS Veterans UK who are responsible for administering the scheme. DBS Veterans UK are responsible for ensuring the quality of the data supplied to Defence Statistics.

Defence Statistics receive quarterly datasets from the DBS Veterans UK finance team which were used to report on recipients of Guaranteed Income Payments. Information on the overall financial amounts paid out under the AFCS were also sourced from the Finance Team.

Information on those in receipt of the Armed Forces Independence Payment (AFIP) are recorded by Veterans UK in an excel spreadsheet. These data were used to provide the number of individuals in receipt of AFIP.

Deployment data were used to determine those awarded under the AFCS that have previously deployed to Iraq and/or Afghanistan. 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).

### Data Coverage

The data presented include all regular and reservist personnel, veterans and dependants who have claimed for compensation under the AFCS for any injury/illness/death caused by service on or after 6 April 2005.

Although the figures presented include all claims registered during the reported time period, the figures do not represent all individuals who have sustained a service-related injury/illness or who have died during that time. There can be a time lag between an individual's injury/illness and the date they make a claim. 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 within three years of seeking medical advice. Families have up to three years to make a claim as a result of a death post-service.

This report presents claim outcomes based on the latest information held for each claim as at 31 March 2020.

Please note that some information on the outcomes of appeals are not recorded on the CAPS and therefore not presented in this report. All registered appeals are recorded on the CAPS, however only outcomes at the first stage of the appeal process (First Tier Tribunal) are captured. Information on appeals that progress to further stages (e.g. Upper Tier Tribunal) are dealt with offline. The MOD are investigating the feasibility of including this information in future reports.

### Significance test

The z test difference between two proportions was used to identify if there were significant differences between percentage point estimates over time. The significance test provided confidence to state that an observed difference between the percentages was a real difference, and did not occur due to chance.

A significance level of 0.05 has been used throughout this report, however, where appropriate, a Bonferroni correction has been applied to allow for multiple testing. A Bonferroni correction helps to reduce the likelihood of a difference being classed as significant when it is not (a false positive). To do this the level of significance (0.05) was divided by the number of tests being carried out. Statistical significance was then only assumed when the p-value was less than the corrected significance level.

## Data, definitions and methods (cont.)

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### Methodology changes

#### *Latest claim outcome*

Statistical Bulletins prior to June 2017 presented injury/illness and survivors' claim outcomes based on initial outcome only. For Statistical Bulletins from and including June 2017, the methodology was amended to enable the latest claim outcome for all claims to be derived. Historical figures were revised using the new methodology. Further details can be found in the accompanying Background Quality Report.

#### *Reconsiderations, appeals and reviews*

In the June 2019 bulletin two methodology changes were made to Tables 3, 4 and 5 (presenting outcomes for reconsiderations, appeals and reviews) in the accompanying Annexes A and B:

- The outcomes of reconsiderations, appeals and reviews were recategorised following consultation with DBS Veterans UK.
- Registered injury/illness reconsiderations, appeals and reviews will no longer be split into 'In-service' or 'Post-service' events based on the date on which the initial injury/illness claim was registered, but on the date the specific event (the reconsideration, appeal or review) had been registered.

The historical figures were revised. Please see the Background Quality Report for further details.

#### *Calculation of claim clearance times*

In Statistical Bulletins prior to the June 2018 publication, clearance times were calculated as the number of working days between the date the claim was registered on the Compensation and Pension System (CAPS) and the date the claim was cleared. However, these clearance times did not include any time lag between the claim being received by the DBS Veterans UK and the details being entered onto the CAPS. This time lag could be considerable in complex cases where detailed assessments had to be conducted initially to determine whether the claim should be formally assessed under the AFCS or the WPS. From the June 2018 bulletin and onwards, clearance times have been calculated as the number of working days between the date the claim was received by DBS Veterans UK and the date the claim was cleared. Full details of this methodology change can be found in the accompanying Background Quality Report.

It was not possible to revise the historic time series for clearance times as the date of claim receipt has not been entered retrospectively on the CAPS. Therefore, Tables 6-9 in Annexes A and B present a break in the time series from 2017/18 to reflect the change in methodology.

### Strengths and weaknesses of the data presented in this report

This report combines data captured across a variety of MOD databases to present a single source of information on claims, awards and payments made under the AFCS. These statistics can be used by MOD to monitor trends over time.

The key strength of the Armed Forces Compensation Scheme data is the efficient methods adopted to capture AFCS data extracts. Validation checks are undertaken to ensure that the information provided in the reports are accurate.

The key weakness is that Defence Statistics have to rely on the level of detail that DBS Veterans UK manually enter for each claim. There are no other data sources that can be used to validate the information provided to Defence Statistics. Furthermore, a great deal of the information is recorded in free text fields.

More detailed information on the data, definitions and methods used to create this report can be found in the Background Quality Report.

## Glossary

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**Appeal:** If a claimant is not satisfied with the outcome of their claim they may lodge an appeal to an appropriate Tribunal.

**Armed Forces and Reserve Forces Compensation Scheme (AFCS):** Compensation scheme for all members of the regular and reserve forces. It provides compensation for all injuries, ill-health and death attributable to service where the cause occurred on or after 6 April 2005.

**Armed Forces Independence Payment (AFIP):** On 8 April 2013 the 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 provides eligible recipients with on-going payments to help with the additional costs associated with their injuries.

**Armed Forces Pension Scheme (AFPS):** Pension available to members of the Regular Armed Forces who have served for a minimum of two years:

AFPS 75: Introduced in 1975 and closed to new members from 6 April 2005. Pension benefits are based on rank and time served;

AFPS 05: Introduced on 6 April 2005. Pension benefits are based on time served and final salary.

AFPS 15: Introduced on 1 April 2015. Pensions are calculated using a system called Career Average Revalued Earnings (CARE). For more information on how CARE works please go to:

[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/419740/20150312\\_AFPS15\\_YPSE\\_FINAL.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419740/20150312_AFPS15_YPSE_FINAL.pdf)

**Child Payment (CP):** A taxable payment designed to compensate eligible child(ren) for loss of financial support following the death of their parent, guardian or person on whom they were financially dependent as a result of service.

**Claim:** The term 'claim' is used to refer to both injury/illness claims raised by a claimant (as well as medical discharge) and death-in-service cases which are automatically referred to DBS Veterans UK for consideration.

**Cleared claim:** A claim is classed as cleared when DBS Veterans UK issue a letter to the claimant informing them of the outcome of their claim, reconsideration and/or appeal.

**Compensation and Pension System (CAPS):** Administrative system used to capture electronic information on the AFPS and AFCS.

**Guaranteed Income Payment:** A Guaranteed Income Payment (GIP) is payable when an award has been made and the injury or illness is awarded at tariff levels 1 to 11.

**Injury/illness claim:** 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. They include in-service claims, medical discharge claims and post-service claims.

**Inter-quartile range:** The inter-quartile range 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.

**Lump Sum Award:** 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.

**Median average:** The median of a finite list of numbers can be found by arranging all the values from lowest to highest and picking the middle value.

**Medical Discharge Claim:** Personnel medically discharged from service will have a claim automatically registered under the AFCS if they meet certain criteria. Please see the Background Quality Report for more information.



## Glossary (cont.)

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**Non-genuine AFCS cases:** Include 'spanning' and 'treat as never made' cases. Spanning cases are claims considered first for entitlement under the AFCS, but passed to the War Pension Scheme where the cause of injury or onset of illness occurred prior to 6 April 2005. Treat as never made cases are those that have been registered under the Scheme but are later abandoned either due to the claim being entered in error or the claimant not proceeding with the claim.

**Pensions Appeal Tribunal (PAT):** The PAT hears appeals from servicemen and servicewomen who have disagreed with the decision made by DBS Veterans UK on the outcome of their claim.

**Reconsideration:** If a claimant is not satisfied with the outcome of their claim they may ask for DBS Veterans UK to reconsider their claim.

**Registered claim:** A claim is classed as registered when DBS Veterans UK begin a workflow on the CAPS for a claim.

**Reviews:** Collective title for specific re-evaluations that can be made on a claim. These include:

**Interim reviews:** In claims where the disorder is not in a steady state, prognosis is uncertain or treatment is ongoing or yet to begin, a temporary award may be given at the most likely tariff level. The claim will then be reviewed within 2 years.

**Exceptional reviews:** Where an injury or illness has unexpectedly and exceptionally worsened, or caused a further injury to develop (within 10 years of original decision)

**Ignorance/mistake reviews:** In the event of a mistake, either by DBS Veterans UK or the claimant, the award will be subject to change due to the amended information.

**Service termination review:** When a claim is awarded while the claimant is still serving but the injury/illness has become worse or caused another injury to develop, a review of the claim can be made up to a year after leaving service.

**Final review:** Where more than ten years have passed since the AFCS decision, a final review of an AFCS award can be requested. It is anticipated that there will be exceptionally rare occasions where an AFCS award is found to be inappropriate beyond the ten-year point, given the number of review points available before the ten-year point and the basis of the AFCS scheme which makes final decisions only once prognosis is clear.

**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.

**Survival Analysis:** Analyses the time duration until the event of interest occurs. In this case, that is when a registered claim has been cleared.

**Survivors' claim:** Claims made by surviving dependents of former UK Armed Forces Personnel where death was caused by service on or after 6 April 2005. They include death-in-service claims, death-post-service claims and additional child claims. One awarded survivors' claim may result in multiple payments (e.g. to a spouse and children).

**Survivors' Guaranteed Income Payment:** A Survivor's Guaranteed Income Payment (SGIP) is a taxable payment designed to compensate an individual for loss of financial support following the death of their partner/spouse/parent as a result of service.

**Tariff Levels:** The AFCS has 15 tariff levels from 1 (most severe) to 15 (least severe). Each tariff level has a corresponding level of lump sum payment. A full summary of tariff levels can be found in the Background Quality Report.

**Veterans UK:** Veterans UK administer the armed forces pension schemes and compensation payments for those injured or bereaved through service.

**War Pension Scheme (WPS):** No fault compensation scheme for all members of the regular and reserve force. It provides compensation for all injuries, ill-health and death caused or made worse by service from the start of WW1 in 1914 to 5 April 2005. Personnel are only eligible to claim once they have left service.

**Working days:** Any day in which legal business can be conducted. In this report, working days exclude Saturdays, Sundays and public holidays.



## References

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1. A full summary of the Lord Boyce Review can be found at: <https://www.gov.uk/government/publications/the-review-of-the-armed-forces-compensation-scheme>
2. A full summary of the Quinquennial Review can be found at: <https://www.gov.uk/government/publications/the-armed-forces-compensation-scheme-quinquennial-review>
3. A full summary of the 'One Year On' report can be found at: <https://www.gov.uk/government/publications/quinquennial-review-of-the-armed-forces-compensation-scheme-one-year-on-report>
4. MOD Deaths in the UK Regular Armed Forces: <https://www.gov.uk/government/collections/uk-armed-forces-deaths-in-service-statistics-index>
5. UK Armed Forces biannual diversity statistics: <https://www.gov.uk/government/collections/uk-armed-forces-biannual-diversity-statistics-index>
6. UK Armed Forces Quarterly Service Personnel Statistics: <https://www.gov.uk/government/collections/quarterly-service-personnel-statistics-index>
7. MOD Health and Safety Statistics: <https://www.gov.uk/government/collections/defence-health-and-safety-statistics-index>
8. MOD annual location statistics: <https://www.gov.uk/government/statistics/location-of-uk-regular-service-and-civilian-personnel-annual-statistics-2019>
9. MOD Annual Medical Discharges in the UK Regular Armed Forces: <https://www.gov.uk/government/collections/medical-discharges-among-uk-service-personnel-statistics-index>

## Further information

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### Symbols

~	Figure has been suppressed due to Statistical Disclosure Control
P	Provisional
r	Revised
u	Low reliability

### Disclosure Control

In line with the directives of the JSP 200, disclosure control is conducted on all statistical information provided by the MOD to safeguard the confidentiality of individuals. Within these statistics a risk of disclosure has been considered to be high where numbers presented are fewer than three. In cases where a risk of disclosure exists, one of two appropriate disclosure control methods have been applied:

**Figures have been suppressed:** In most cases where there may be a risk of disclosure, numbers fewer than three have been suppressed and marked as '~'. Where there was only one cell in a row or column that was fewer than three, secondary suppression has been applied so that numbers cannot simply be derived from totals or subtotals. In most cases the secondary suppression has been applied to the next smallest figures. However, in Table 14 in Annexes A and B, Northern Ireland figures were the next smallest after primary suppression of 'Other UK' in some financial years. Due to public interest in the location of service personnel and veterans awarded compensation under the AFCS, the 'UK Unknown' figures had secondary suppression applied, since these figures were less useful to external users of these statistics.

**Figures have been rounded to the nearest five:** In some cases where the suppression of information would result in larger numbers being 'hidden' as a result of secondary suppression and it has not been possible to group columns and/or rows, figures have been rounded to the nearest five. This method of suppression has been applied to the following 2019/20 Tables in Annexes A and B: 3, 4, 5, 13 and 22.

### Revisions

The AFCS statistics are subject to routine revisions as the CAPS is a live data system and historic data may be amended on the CAPS between data extracts (see Background Quality Report for further information). Any revisions to historic data as a result of amended information on the CAPS can be identified by a revision marker ('r') and are only discussed if such revisions are considered to have impact on the findings.

The figures presented for 2017/18, 2018/19 and 2019/20 (including totals for 'All years') are marked as provisional and may change if claims currently pending are later cleared or identified as 'non-genuine' AFCS cases. As such, these figures may reduce as the pending cases are cleared and should not be considered final. Financial information for the latest year are also provisional due to the accounts pending an audit and therefore may change in the future.

## Further information (cont.)

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### Scheme information

Further information on the WPS and other MOD compensation schemes can be found on the Gov.UK website:

WPS and AFCS: <https://www.gov.uk/government/collections/armed-forces-compensation>

Common law compensation:

<https://www.gov.uk/government/publications/common-law-claims-policy-division>

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<https://www.gov.uk/make-a-freedom-of-information-request/the-freedom-of-information-act>

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Naval Service Workforce	023 9254 7426	<a href="mailto:Analysis-Navy@mod.gov.uk">Analysis-Navy@mod.gov.uk</a>
Army Workforce	01264 886175	<a href="mailto:Analysis-Army@mod.uk">Analysis-Army@mod.uk</a>
RAF Workforce	01494 496822	<a href="mailto:Analysis-Air@mod.gov.uk">Analysis-Air@mod.gov.uk</a>
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