



Defence Business Services

DBS Secretariat
Oak West Level 1
MOD Abbey Wood North
Bristol BS34 8QW

DBSRES-Secretariat@mod.gov.uk

Ref: FOI2020/02494

Mr

March 2020

Dear

Thank you for your letter of email of 15 February 2020 to the Ministry of Defence (MOD), seeking information about how many personnel are employed at Veterans UK and the number of claims awaiting processing.

You requested the following information:

“Could you please inform me, how many personnel are employed at the Veterans UK, and how many claims are still waiting for attention.”

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

The MOD requires further information from you in order to establish whether any information in scope of your request is held.

I should explain that Veterans UK receives claims under two separate schemes, the War Pension Scheme (WPS) and the Armed Forces Compensation Scheme (AFCS). The WPS provides benefits for Service personnel who suffer injury or illness attributable to service prior to 6 April 2005. The AFCS provides benefits for Service personnel who suffer injury or illness caused by service from 6 April 2005 onwards. Both schemes are no fault schemes that establish entitlement by reference to the facts of the case and the legislation governing each scheme.

Please could you clarify the type of claims you wish to be included in your request. Once you have done this, I will be happy to consider your request again.

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.gov.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,

Defence Business Services Secretariat