



Ministry
of Defence

Ministry of Defence

Defence Business Services Secretariat
Room 6303
Tomlinson House
Norcross
Thornton-Cleveleys
FY5 3WP

Ref: FOI2020/08115

Email: DBSRES-Secretariat@mod.gov.uk

28 July 2020

Dear Mr [REDACTED]

Thank you

for your email of 13 July 2020 to the Ministry of Defence (MOD) requesting the following information:

“Hello

Further to my email yesterday I have spent a stressful morning confirming the maladministration of the Health Assessment Advisory Service.

1 They admit they gave a wrong telephone number on their letterhead.

2 They admit they do not have any telephone queueing/answering service.

3 I believe it is a call centre.

4 Some of their operatives have an incomplete command of English.

5 They could not tell me if they were MOD or who the MD/CEO was.

6 They would not tell me the professional competence of the doctors used.

7 They would not tell me of the bonuses the doctors make when a client fails assessment.

Please supply information of this service as part of the Freedom of Information Act so I can submit this to my MP.”

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

Section 1 of the Freedom of Information Act gives an applicant the right to access recorded information held by public authorities at the time the request is made and does not require public authorities to answer questions, provide explanations or give opinions, unless this is recorded information held.

I can confirm that the Ministry of Defence holds no recorded information that would provide an answer to the question you have asked in your request.

You may find it useful to know that [The Information Commissioners Office publishes guidance on how to make requests for information under the Freedom of Information Act](#)

at the attached link which you may find helpful in any follow up requests for information:

<https://ico.org.uk/your-data-matters/official-information/>



Under Section 16 of the FOIA (Advice and Assistance) it may be helpful if I explain that Veterans UK are one of a number of additional Government Departments who have an agreement with the Department for Work and Pensions (DWP) to use their contract with the Centre for Health and Disability Assessments (CHDA). Veterans UK is charged by the DWP on a case by case basis.

As such, for information relating to CHDA you may wish to contact the DWP directly at the address below:

Ministerial Correspondence Team
Caxton House
Tothill Street
London
SW1H 9NA

Further information about contacting the DWP as well as an online contact form can be found on the Gov.UK website at the following link – <https://www.gov.uk/guidance/contact-the-department-for-work-and-pensions-about-its-policies>

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)