



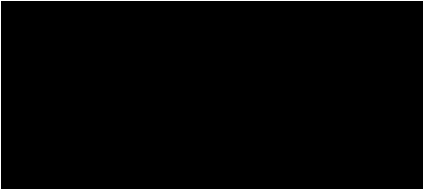
Ministry
of Defence

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

Ref: FOI2021/07532

Email: DBSRES-Secretariat@mod.gov.uk



9 September 2021

Dear 

Thank you for your letter of 23 February 2021 to the Ministry of Defence (MOD) requesting the following information:

"I would like to know if you hold:

a) records of any discussions (for example, monthly reports) about delays in dealing with claims and appeals between the Chief Executive of Veterans UK, (or its predecessor organisations), and either the senior management team of Veterans UK or members of the parent organisation of the Agency, presumably the Ministry of Defence.

b) records of reports (for example, monthly reports), in connection with monitoring against any key performance indicators and targets for dealing with claims, appeals and complaints

For the years 2016/2017, 2017/2018, 2018/2019 and 2019/2020.

If any of the information is available on the internet, please let me know where I can locate it."

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA). I would also like to apologise for the length of time it has taken to respond to your request.

A search for the information has now been completed within the Ministry of Defence and I can confirm that some of the information in scope of your request is held. However, I must advise you that we would not be able to answer your request without exceeding the appropriate cost limit.

Section 12 of the FOIA makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate cost limits,

which for central government is set at £600. This represents the cost of one person spending 3.5 working days in determining whether the department holds the information, locating, retrieving and extracting the information.

To answer your request would require a manual search of approximately 260 emails and 37 monthly reports to ascertain what information in scope of your request is held. To carry out this task would equate to approximately £1,224 worth of effort, exceeding the appropriate cost limit.

Under Section 16 (Advice and Assistance) the department may be able to provide some information in scope of your request if you were to refine your request by limiting the time period of data you are asking for. Alternatively, the department may be able to provide some information if you were to refine your request by removing question a) and requesting DBS monthly performance reports and Veterans UK performance data only.

You may also wish to be aware that statistics relating to the War Pension Scheme (WPS) and Armed Forces Compensation Scheme (AFCS) are published on the Gov.UK website, and can be found at the links below.

WPS statistics – <https://www.gov.uk/government/collections/war-pension-recipients-index>

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

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)