



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

Ref: FOI2022/05133

[DBSRES-Secretariat@mod.gov.uk](mailto:DBSRES-Secretariat@mod.gov.uk)

23 May 2022

Dear [REDACTED]

Thank you for your email of 25 April 2022 to the Ministry of Defence (MOD), requesting the following information:

*"Please could the Constant carers allowance marking/scoring/assessment criteria and the appeal form be sent out with a full copy of the decision making policy relating to this supplementary allowance. This information is being specifically requested under all and every right to view and access government information and codes of transparency, including but not in total, the Freedom of Information Act".*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA). There is no War Pension allowance called Constant Carers Allowance, therefore I have interpreted your request to be referring to the War Pension Schemes' Constant Attendance Allowance (CAA).

A search for the information has now been completed within the Ministry of Defence and I can confirm that all information in scope of your request is held. However, the requested information is being withheld under Section 21 of the FOIA (Information reasonably accessible by other means).

Under Section 16 of the FOIA (Information and Assistance) I can advise that the information regarding decision making policy you seek can be found at the following link:

<https://www.legislation.gov.uk/ukxi/2006/606/article/8>

You may also wish to be aware that further advice and guidance on how to apply for CAA can also be found at the following link:

<https://www.gov.uk/guidance/war-pension-scheme-constant-attendance-allowance-cao>

Please find an Appeal form at the link below. When completed, this form should be returned to:

Veterans UK  
Tomlinson House  
Norcross  
Thornton-Cleveleys  
Lancashire  
FY5 3WP

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1009355/Appeal\\_Form\\_-\\_online\\_version.p](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1009355/Appeal_Form_-_online_version.p)

However, if you or the person you are representing resides in Scotland, the form should be submitted directly to the Tribunal at the following address:

Pension Appeals Tribunal  
George House  
126 George Street  
Edinburgh  
EH2 4HH

Finally, I have included, at Annex A, a copy of the guidance used by Veterans UK staff when assessing entitlement to CAA. Please note that as this document is in PDF format, you will not be able to access the links. If there are any specific areas you are interested in, please contact this office and a copy will be obtained for you.

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

