



**Defence Business Services**

Secretariat  
Room 6303  
Tomlinson House  
Norcross  
Thornton-Cleveleys  
Lancashire FY5 3WP

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

Ref: FOI2022/15332

[REDACTED]

26 January 2023

Dear [REDACTED]

Thank you for your email of 28 December 2022 to the Ministry of Defence (MOD) requesting the following information:

1. *A copy of all Veterans UK correspondence relating to my War Pension Claim regarding my war injury between Veterans UK and the NHS including GPs in relation to my war pension claim;*
2. *A copy of all NHS documented information requested by Veterans UK that I have submitted over the years in support of my deterioration claims and the initial claim;*
3. *A copy of all internal and external e mails generated by Veterans UK between Medical Advisors and the managing teams in relation to my war pension claim. I acknowledge that identifiable information will be redacted to ensure the privacy of individuals. However, the content should not;*
4. *A copy of the initial application I submitted for a war pension and a copy of each subsequent review applications submitted;*
5. *A copy of all internal and external e mails generated by Veterans UK in relation to my war pension claim. Plus, all internal and external e mails generated by Veterans UK and subsequent complaint under the Veterans UK complaints process in relation to my war pension claim. I acknowledge that identifiable information will be redacted to ensure the privacy of individuals. However, the content should not;*
6. *A copy of the working papers/records produced for reach of my claims before the production of the final response;*
7. *A copy of how each financial award was calculated with a breakdown of award amounts;*
8. *A copy of the Department of Works and Pensions (DWP) Personal Independence Award (PIP) and subsequent medical reviews by DWP confirming my disability and maintaining my disability at the maximum award payable including the Higher rate of Mobility award. To assist you the first PIP award is dated 25th November 2014, submitted to Veterans UK as supporting*

*documentation. To include a copy of the document from DWP extending my PIP award for my life expectancy at the current rate as my condition is not going to improve;*

*9. A copy of the document advising you of my Blue Badge award due to my lack of mobility confirmed at para 4 above; submitted to Veterans UK as supporting documentation;*

*10. A copy of the document advising you that the RAF Benevolent Fund purchased a mobility Scooter with hoist for my Mobility vehicle due to my lack of mobility confirmed at para 4 above; submitted to Veterans UK as supporting documentation;*

*11. A copy of the Job description for the team leader and subordinates managing claims;*

*12. And,*

*13. A copy of all correspondence/emails between the MOD and Cabinet Office and Defence Business Services, Secretariat Team, regarding my complaint to ministers. I acknowledge that identifiable information will be redacted to ensure the privacy of individuals. However, the content should not;*

*I would like this information in the following format: Photocopy of original documents, sent either electronically via email or Paper based via the postal system.*

*As my request is required in pursuant of an active Tribunal Appeal and stage 3 complaint, all the information should be readily available and be within the rules of section 12 sub para 1- 5 of the said Act. I would take this opportunity to refer you to Brigadier C L Hull, Head of Veterans UK FOIA response dated 9 December 2022 “Veterans Lived Experience Event 21 September 2022”. In which the Brigadier states under the “what Next column” Item 8 missing evidence, Item 7 Evidence Gathering and Item 16 Transparency.*

*If section 12 is applied to any part of this request; I will present the lack of disclosure to the Tribunal case manager. These documents are fundamental to the Tribunal Appeal and my stage 3 complaint currently in draft, to the Brigadier in accordance with the escalation process of the Veterans UK complaints procedure.*

*I understand that under the Act, I should be entitled to a response within 20 working days. I would be grateful if you could confirm in writing that you have received this request. I look forward to hearing from you in the near future.*

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

A search for the information has now been completed within the MOD.

For request 11, I can confirm that all of the information is held and job descriptions for the following six roles are attached at Annex A:

- C2 AFCS WPS Claims Operations Manager
- Band D Caseworker
- WPS / AFCS Team leader / Workflow Manager Band D
- WPS Band E1 Claims
- WPS Band E1 P&M (Payments & Maintenance)
- WPS / AFCS E2 Admin

For requests 1 to 10 and 12 to 13, I can neither confirm nor deny whether the MOD holds the information. The Department is not obliged to confirm or deny whether we hold the information as if held, this would relate to personal information. Section 40(5) of the FOIA provides that there is no duty to confirm or deny whether we hold the information. The fact Section 40(5) of the FOIA has been cited should not be taken as an indication that the information you have requested is, or is not, held by the Department. The terms of this exemption of the FOIA mean that we do not have to consider whether or not it would be in the public interest for us to reveal whether or not the information is held.

Notwithstanding the above, under Section 16 of the FOIA (Advice and Assistance), you do have the right to request access to any personal data which may be held by the Department under the Data Protection Act 2018. I am aware that your request has been referred on to the Data Protection Team who will be contacting you direct in due course. The following link provides further information regarding requesting personal data:

<https://www.gov.uk/guidance/obtain-information-about-yourself-held-by-mod>

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](mailto: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

A black rectangular redaction box covering the signature of the sender.

Defence Business Services Secretariat

**Q11) JOB DESCRIPTIONS FOR WPS TEAM LEADER AND SUBORDINATES MANAGING CLAIMS**

**C2 AFCS WPS CLAIMS OPERATIONS MANAGER**

**1. Minimum Qualification**

- A knowledge of both the AFCS and WP scheme is desirable to undertake this role.
- Standard for the grade

**2. Management of Staff:**

- Responsible for approximately 20-25 staff (grades E2 to D). Management including all HR issues, liaison with HR business partners, HMRS administration, monitoring performance and sick absences and taking appropriate action.
- Identify and implement training and development needs.
- Ensure mandatory training is up to date.
- Provide feedback to Band D's for individuals mid term reviews and annual appraisals.
- Hold regular, documented team meetings with staff to provide updates and identify potential issues.

**3. Management of Work:**

- Proactively lead and manage the operational delivery of all War Pensions and Armed Forces Compensation based work, ensuring staff are motivated, trained and focused on the best customer experience.
- Lead opportunities for Continuous Improvement initiatives.
- Hold daily Ops command meetings & give direction to teamleaders on work organisation and priorities. Verbally communicate daily targets and strategy to Band D's & give opportunity for issues to be raised and discussed.
- Provide accurate stats to senior managers on a weekly basis indentifying potential issues.
- Work with other C2 command managers to share resources when required to ensure target achievement.
- Provide accurate and regular updates to Senior Managers on high profile cases ensuring they are dealt with in a timely manner.
- Hold monthly meetings with Vets UK Medical Advisers to discuss quality issues and work organisation taking action on issues identified and feeding back to all stakeholders.
- Undertake management checks of cases as required to ensure accuracy and consistency feeding results into quality checking tool.
- Monitor the AFCS CAPS55 and WP Datafile ensuring cases are being dealt with in an appropriately timely manner. Distribute proportion to AFCS / WP c/w for updates on progress. Pay particular focus to old cases and update SM when requested on progress of these cases.
- Ensure QCD boards on the commands are kept updated with the latest information and performance results.

**4. General:**

- Successfully communicate best practice and ensure current policies and 'one best way' is being applied across the team both orally and through written instructions.

- Communicate effectively with C2 colleagues to share resources, develop best practice and make quality improvements.
- Attend weekly meeting with C1 identifying issues and providing feedback on command achievement.
- Conduct feedback meetings with Band D's providing information and direction for onward communication to command staff.
- Be aware of budgetary constraints and make best use of time management and organisational skills.
- Have ability to interpret written and oral communications and demonstrate appropriate levels of confidence.
- Represent command and ops at meetings and workshops and provide input and feedback as required.
- Where appropriate, undertake the duties of Subject Matter Expert providing advice and guidance on specific area of expertise.
- Take on ad-hoc duties as directed by C1 when required, e.g recruitment, hosting visitors & QA'ing of documents etc.

## 5. Core Competences

- Changing & Improving
- Making Effective Decisions
- Leading & Communicating
- Seeing the bigger picture
- Managing a Quality Service
- Delivering at Pace.

# **BAND D Caseworker**

## 1. Qualification

- Standard for the grade
- In depth knowledge of WP or AFCS scheme.

## 2. Decision Making and evidence gathering on:

All Claim types  
Reviews  
Medical Discharge cases  
Appeals

- Consider all claims, reviews & appeals using documented complex policies and procedures, ensuring consistency of decision making and completion of the appropriate decision forms.
- Refer claims, reviews & appeals to MA for advice when required.
- Be responsible for identifying that all evidence required to support the claim is obtained by the most efficient method thus saving money and time.
- Fully utilise available systems e.g. DMICP to obtain evidence to support claimed contention and only resorting to more costly evidence gathering methods where necessary.
- Make reasoned documented lay decisions on cases where appropriate.
- Prepare necessary documentation for appeals for the Court Service. Liaise with the Court Service when required including dealing with Tribunal directions / adjournments in the timescales set.
- Refer cases for further advice to OPPT when necessary, fully documenting the background, details of investigations undertaken and clearly outlining the enquiry.
- Deal with customer service enquiries and provide timelines as and when required.

## 3. Management of work

- Cases should be dealt with ensuring fair customer service is realised.
- Compile and produce weekly on hand figures and pass to Management for compilation and publishing.
- Prioritise and manage claims, review & appeals to ensure timely conclusions to cases, meeting DBS target by effectively managing and sharing available resources and case load.
- Administration work to include management/action of some expired BF's, telephone enquiries and miscellaneous correspondence.

## 4. Management of team

This role will not have responsibility for any management supervision or appraisal reporting of lower grade staff.

## 5. General

- Successfully communicate best practises and ensure current policies are applied across the team, both orally and written.
- Communicate effectively with peer group to share and reallocate resources, develop best practises and seek and make quality improvements
- Be aware of budgetary constraints and make best use of time management and organisational skills.
- Have ability to interpret written and oral communications and to demonstrate appropriate levels of confidentiality.
- If appropriate, undertake the duties of Subject Matter Expert providing advice and guidance on specific area of expertise.
- Represent team/grade at meetings/workshops and provide input and feedback as required.

- Adhere to DPA and MOD Security protocols when dealing with personal data and sensitive personal data.

## 6. Core Competences

- Changing & Improving
- Making Effective Decisions
- Leading & Communicating
- Seeing the Bigger Picture
- Managing a Quality Service
- Delivering at Pace.

# WPS / AFCS TEAMLEADER / WORKFLOW MANAGER BAND D

## 1. Minimum Qualification

- Standard for grade
- Knowledge of the WP scheme only is required to undertake this role.

## 2. Management of Staff:

- Responsible for all E2 and E1 staff management including all HR issues, liaison with HR business partners, HMRS administration, monitoring performance and sick absences and taking appropriate action.
- Regularly check flexi sheets and annual leave to ensure accuracy.
- Ensure mandatory training is up to date.
- Provide feedback to C2 for individuals mid term reviews and annual appraisals.
- Hold daily, documented team meetings with staff to provide updates and identify potential issues.
- Undertake regular management checks of cases to ensure accuracy and consistency update quality tool, identify and implement training and development needs.

## 3. Duties:

- Collation and analysis of staff and colleagues daily figures, updating team boards and investigation of any missed targets.
- Provide C2 with daily onhand figures including early dates and investigate discrepancies.
- Hold daily feedback sessions with E2's / E1's and document this.
- Manage Medical Advisors (MA) workloads/stockpile including allocating cases accordingly to MAs, keeping onhand figures and ensuring priority cases are actioned. Attending weekly meeting with Medical Management to discuss resources & strategies. **WPE1 TLDR**
- Responsible for the oldest post, locating files on the Command and where necessary provide information for the fortnightly Stop & Search. **E2 TLDR**
- Using the Capacity Planning tool to set daily targets and record daily productivity.
- Collation and management of the command training matrix. Ensuring staff on the command are prompted to undertake mandatory training which is due. **E1 TLDR**
- Monitoring DOI multiuser email box distributing emails and 901's appropriately. **E1 TLDR**

## 4. Management of Work:

- Collation and analysis of daily/weekly/monthly work on hand counts
- Allocate work appropriately, by use of capacity planner, across all grades providing direction on action required when necessary.
- Ensure high profile claims/priority cases are annotated, monitored and dealt with promptly.
- Monitor the ERS Uncleared reports to identify stage 0 cases requiring immediate action/follow up and highlight these to team members. **E1 TLDR**

### WPS & AFCS Payments

- Maintain & update the decisions received and cleared spreadsheet daily.
- Undertake CAPS checks on CI discharge dates to ensure commencement dates are accurate.
- Undertake management checks as selected by systems.
- Responsible for providing some WPCS Leading Dialogue Expert (LDEX) functions with Appeals Support TLDR (full functions listed below)

### Appeals Support Team

- Collation and analysis of daily/weekly/monthly work on hand counts
- Administering daily despatch of post searching lists



- Liaise with Departmental Representatives and the Appeals Tribunals teams for each jurisdiction to ensure all listing work is correctly prepared in advance of hearing dates and that all documents are available for the Tribunal. Administration of the decisions to be dealt with promptly to ensure swift clearances.
- Responsible for monitoring all multi user emails for Appeals Support team via DOI system and dealing with all post received from each jurisdiction of the Tribunals
- Responsible for providing some WPCS Leading Dialogue Expert (LDEX) functions with WPS Payments TLDR (full functions listed below)

## 5. General:

- Successfully communicate best practises and ensure current policies are applied across the team, both orally and written.
- Communicate effectively with peer group to share and reallocate resources, develop best practises and seek and make quality improvements
- Be aware of budgetary constraints and make best use of time management and organisational skills.
- Have ability to interpret written and oral communications and to demonstrate appropriate levels of confidentiality.
- Represent team/grade at meetings/workshops and provide input and feedback as required.
- Adhere to DPA and MOD Security protocols when dealing with personal data and sensitive personal data.

## 6. LDEX Functions

- Provide a WPCS Leading Dialogue Expert (DEX) function
- Manage & control the progression of WPCS Incidents including provision of a liaison point between Dialogue Experts & Technicians to ensure speedy resolution of Incidents & facilitate/impact the exchange of information.
- Provide a point of contact & advisory service for WPCS ad-hoc queries.
- Manage the analysis, documentation & implementation of the WPCS DEX site & provide updates as & when required.
- Monitor the daily WPCS Batch failures & un cleared case control reports to identify cases requiring immediate action/follow up and highlight these to Operational teams.

## 7. Core Competences

- Changing & Improving
- Making Effective Decisions
- Leading & Communicating
- Seeing the bigger picture
- Managing a Quality Service
- Delivering at Pace.

# WPS BAND E1 CLAIMS

## 1. Qualification

- Standard for the grade
- In depth knowledge of WP scheme.

## 2. Administration and evidence gathering on:

First Claims for Skin Cancer  
Deafness Only Reviews  
Conditional List Reviews  
Suspension/Cancellation Action  
Interim Letters  
Hospital Case Note weeding  
P File Scrutiny

- Administer all skin cancer claims, Deafness Only Reviews and CLR's using documented policies and procedures, ensuring consistency of the administration process and completion of the appropriate submission form and inserts.
- Refer all skin cancer claims, Deafness Only Reviews and CLR's to MA to obtain decision on assessment.
- Responsible for identifying that all evidence required to support the claim is obtained by the most efficient method thus saving money and time.
- Manually prepare informative interim letters providing an up to date position using the most efficient communication method.
- Refer cases for further advice to OPPT when necessary, fully documenting the background, details of investigations undertaken and clearly outlining the enquiry.

## MOD Liaison role

- Manage and control medical discharge claims.
- Identify and apply the correct pension scheme 75, 05, & 15 determining the appropriate action on medical discharge cases.
- Action all miscellaneous admin duties which include telephone and email enquiries from various departments in Glasgow Pension Centre, DBS, Document Handling Centre.

## Irish Medical Board role

- Undertake tasks required to process and obtain Medical Boards for customers living in Ireland including supporting visits and expenses claims.
- Provide support to Medical Board doctors, Consultants and Clients ensuring supporting documents are provided in a timely and accurate manner.

## 3. Organisation of work split

- Cases should be dealt with ensuring fair customer service is realised.
- Provide weekly on hand figures and pass to Management for compilation and publishing.
- Prioritise and contribute to the management of claims to ensure timely conclusions to cases, meeting DBS targets by effectively managing and sharing available resources and case load.
- Administration work to include action of expired BF's, telephone enquiries and miscellaneous correspondence in accordance with Band D instruction.

## 4. General

- Share best practises and ensure current policies are applied across the team, both orally and written.

- Make best use of time management and organisational skills.
- Have ability to interpret written and oral communications and to demonstrate appropriate levels of confidentiality.
- Be aware of and utilise the most cost effective and efficient method for exchanging information with the customer and other interested parties.
- If appropriate, undertake the duties of Subject Matter Expert providing advice and guidance on specific area of expertise.
- Represent team/grade at meetings/workshops and provide input and feedback as required.
- Adhere to DPA and MOD Security protocols when dealing with personal data and sensitive personal data.

## 6. Core Competences

- Changing & Improving
- Making Effective Decisions
- Leading & Communicating
- Seeing the Bigger Picture
- Managing a Quality Service
- Delivering at Pace.

# WPS BAND E1 P&M

## 1. Minimum Qualification

- Standard for grade
- In depth knowledge of WP scheme.

## 2. Implementation of all decisions on claims, appeals, supplementary allowances & Motability

- Accurately input Medical Advisor's and Caseworkers decisions onto WPCS ensuring overlapping benefits and TPC have been considered and if necessary implemented.
- When necessary manual calculations of arrears due must be accurately calculated and paid via WPCS.
- Produce accurate and informative customer decision notifications.
- Produce and send WPA405 & WPA408s to Glasgow when appropriate.

## 3. Maintenance of Customers information

- Cases should be dealt with ensuring fair customer service is realised.
- All changes of customer's personal details should be accurately & promptly input.
- Manual uprating of IIDB / TPC/ Dual Beneficiary cases.
- Returned overlapping benefit forms should be scrutinised to ensure arrears paid are accurately calculated.
- TUO, EA and IN Log should be actioned daily and WAR weekly.
- Administration work to include action of expired BF's, telephone enquiries and miscellaneous correspondence in accordance with Band D instruction.
- Maintain payments to Motability Operations on behalf of DBS
- Maintain customer payments including, where appropriate, uprating, Christmas bonus, Winter Fuel Allowance.

## 4. General

- Share best practises and ensure current policies are applied across the team, both orally and written.
- Make best use of time management and organisational skills.
- Have ability to interpret written and oral communications and to demonstrate appropriate levels of confidentiality.
- Be aware of and utilise the most cost effective and efficient method for exchanging information with the customer and other interested parties.
- If appropriate, undertake the duties of Subject Matter Expert providing advice and guidance on specific area of expertise.
- Represent team/grade at meetings/workshops and provide input and feedback as required.
- Adhere to DPA and MOD Security protocols when dealing with personal data and sensitive personal data.

## 6. Core Competences

- Changing & Improving
- Making Effective Decisions
- Leading & Communicating
- Seeing the bigger picture
- Managing a Quality Service
- Delivering at Pace.

# WPS / AFCS BAND E2 Admin

## 1. Qualification

- Standard for the grade
- Knowledge of WP and AFCS Schemes

## 2. Administration on:

War Pension and AFCS Claims (inc Widows)

- Scrutinise and register all claim types on appropriate systems.
- Distribute files referred to the command to the relevant caseworker, team leader or workflow manager, noting systems with file location.
- Use available systems to locate files required by the team and request these.
- Scrutinise incoming post and link to files then distribute to appropriate caseworker / area.
- Undertake file admin tasks, e.g Pay for GP reports received, sort and number service medical documents and hospital case notes, send out requests for medical evidence as directed by the caseworkers.
- Chase up evidence requested when the bf expires referring to the Band D when difficulty is encountered.
- Be willing to take on specific tasks for the team, e.g. requesting translations, scanning for overseas evidence gathering.

## Payments Team

- Record receipt of all claims and appeals decisions by updating WPCS, ensuring sufficient information is passed to the T/L to update the spreadsheet.
- Scrutinise and sort all P&M post received to ensure urgent cases are identified and follow-up post is linked to B/Fs. Weekly checking of files in B/F, progressing any cases which need actioning.
- Daily printing and distributing of P&M Group e-mails.

## Appeals Support

- Despatch copies of the Response/Statement of case to Tribunals and hold file in PAT Deposit awaiting listing.
- Register and obtain files for all new Appeals and Reconsiderations, despatch Appeal forms and acknowledge correspondence.
- Deal with new and amended listings from Tribunals trace outstanding files, update systems and prepare Departmental Representatives copies for hearings.

## 3. Organisation of work

- Work will be allocated by the team leader / workflow manager on a daily basis.
- Continue on task allocated until instructed otherwise.
- Contribute to meeting DBS targets.

## 4. General

- Share best practises and ensure current policies are applied across the team, both orally and written.
- Make best use of time management and organisational skills.
- Have ability to interpret written and oral communications and to demonstrate appropriate levels of confidentiality.

- Be aware of and utilise the most cost effective and efficient method for exchanging information with the customer and other interested parties.
- If appropriate, undertake the duties of Subject Matter Expert providing advice and guidance on specific area of expertise.
- Represent team/grade at meetings/workshops and provide input and feedback as required.
- Adhere to DPA and MOD Security protocols for dealing with personal data and sensitive personal data.

## 5. Core Competences

Changing & Improving

Making Effective Decisions

Leading & Communicating

Seeing the Bigger Picture

Delivering at Pace

Managing a Quality Service