



Ministry of Defence

Defence Business Services
Secretariat
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Ref: FOI2024/05159

[REDACTED]

23 April 2024

Dear [REDACTED]

Thank you for your email of 21 March 2024 to the Ministry of Defence (MOD) requesting the following information:

"I would like to know how many claims have been rejected due to medical records being incorrect in the past 5 years and how many staff at Veterans UK are working from home. I believe this would explain the delays poor communication and poor standards in general I have endured. Also I would not be happy staff having access to my personal records from home. So I believe this to be a reasonable request."

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 and I can confirm that some of the information in scope of your request is held.

With regards to your first question: *"how many claims have been rejected due to medical records being incorrect in the past 5 years"*, the information you have requested is not held. This is because medical information is obtained from individuals via their claim forms. Medical evidence can also be obtained from various NHS sources, MOD Service records and other reputable medical providers. The department would have no way of knowing if the information provided was incorrect, therefore, claims would not be rejected for this reason.

Turning to your question asking: *"how many staff at Veterans UK are working from home"*. This information is held; however, I should first explain that Veterans UK is the public facing name given to the administration and payment of Armed Forces Pensions, War Disablement Pensions, Armed Forces Compensation Scheme claims and the Veterans Welfare Service. It does not exist as a standalone entity as it comes under the remit of Defence Business Services (DBS).

There are currently 40 members of staff within DBS recorded as **Contractual Home Workers**. Of that figure, 33 work within the Armed Forces and Veterans Services Team, which supports Veterans through the Veterans Welfare Service and administer the above-mentioned schemes.

Under Section 16 (Advice and Assistance) of the FOIA, you may be interested to know that currently all lay staff working on War Pension and Armed Forces Compensation Scheme files, processing claims and appeals are unable to work from home and are office based due to the records being held in paper format.


Whether working remotely, or working from home, employees must comply with the same security and health and safety regulations and must have the right means and mechanisms to discharge their duties.

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)