



Ministry
of Defence

Defence Business Services

Secretariat
Room 6229
Tomlinson House
Norcross
Thornton-Cleveleys
Lancashire FY5 3WP

Ref:FOI2024/04928

DBSRES-Secretariat@mod.gov.uk

17 April 2024

Dear [REDACTED]

Thank you for your email of 20 March 2024 to the Ministry of Defence (MOD), requesting the following information:

"The number of Armed Forces Compensation Scheme operational staff in post. By operational staff I mean those dealing with AFCS claims on a daily basis, i.e. Administrative staff, caseworkers/decision makers, and the team managers responsible for checking the caseworkers work as at 29 February 2024.

I would like the number for both the operational area for claims, appeals and payments and maintenance. Broken down into those same areas please.

I would also like the same information for the War Pension Scheme.

For both AFCS and WPS, I would like to know how many whole-time equivalents were envisaged as required to complete the operational work as described above (how many were in the business plan) for the 2023/2024 financial year.

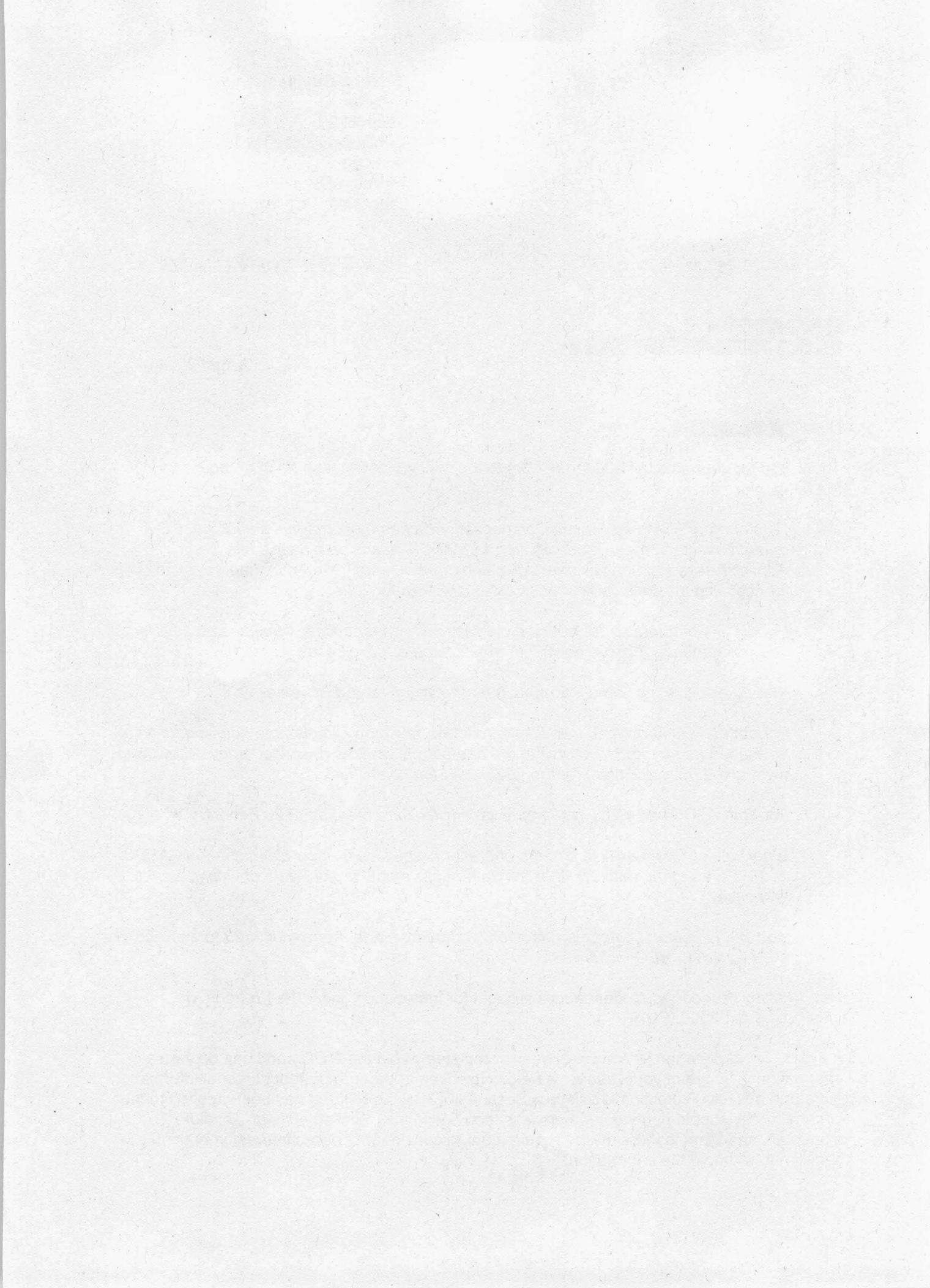
For both AFCS and WPS, how many vacancies were there as at 29 February 2024?

What week of work are each of the operational splits on for new claims for both AFCS and WPS as at the date of either the date of this email, or your date of writing a response?

How many hours of overtime has been worked by grade, from April 2023 to 29 February 2024 for AA to HEO inclusive?"

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 all information in scope of your request is held. However, in order to protect personal information governed by Data Protection legislation, Section 40(2) of the FOI Act has been applied to the information by supplementing numbers less than 5 with a X. Section 40 is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.



The number of Armed Forces Compensation Scheme operational staff in post. By operational staff I mean those dealing with AFCS claims on a daily basis, i.e. Administrative staff, caseworkers/decision makers, and the team managers responsible for checking the caseworkers work as at 29 February 2024.

AFCS claims	Full Time Equivalent	Actual People
Administrative Assistant (AA)	6.76	7
Administrative Officer (AO)	9.24	10
Executive Officer (EO)	63.51	70
Higher Executive Officer (HEO)	6.0	6

I would like the number for both the operational area for claims, appeals and payments and maintenance. Broken down into those same areas please.

AFCS Auths (payments)	Full Time Equivalent	Actual People
AA	X	X
AO	9.24	10

AFCS Appeals	Full Time Equivalent	Actual People
AA	X	X
AO	5.14	6
EO	14.73	17

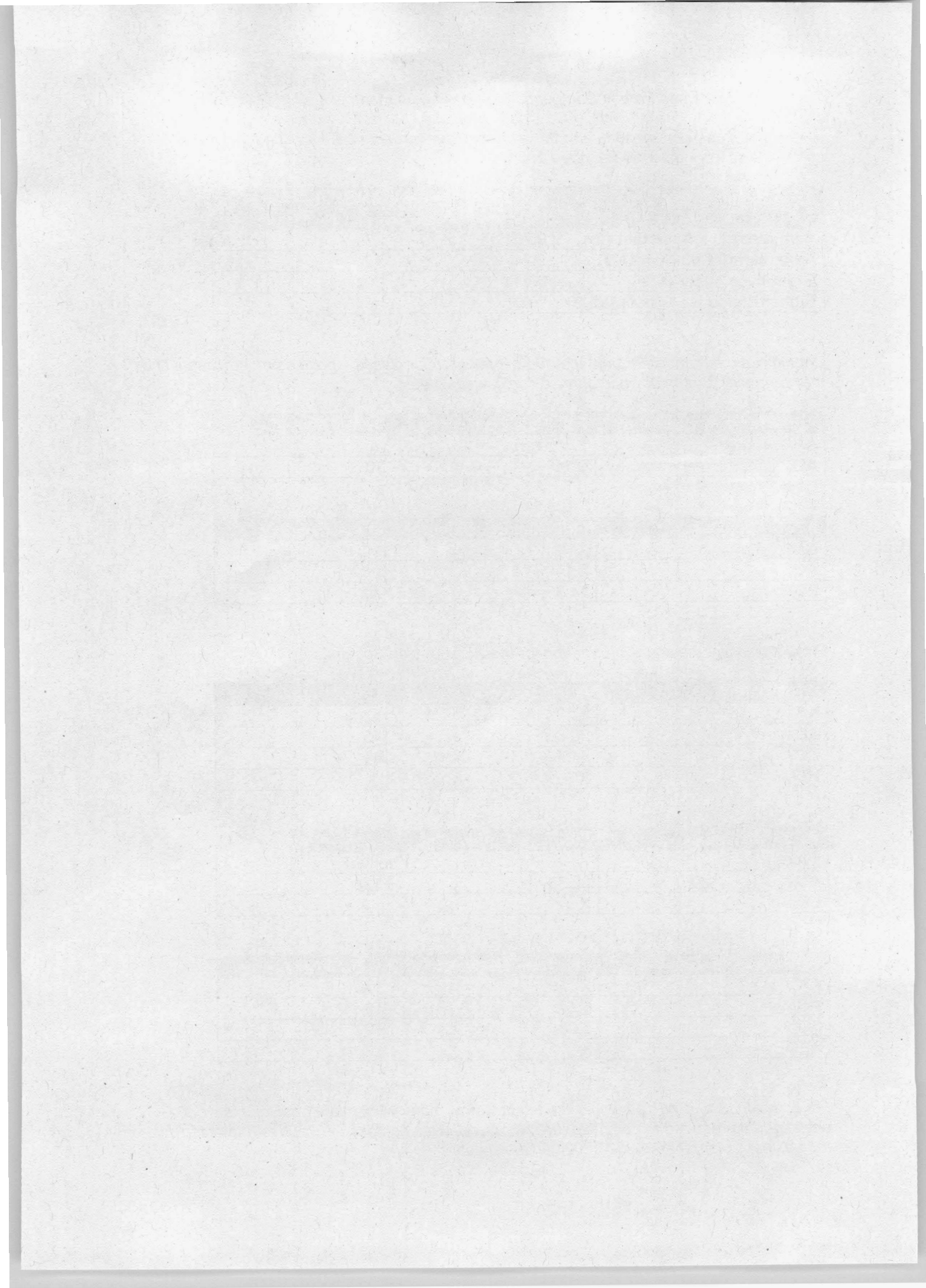
I would also like the same information for the War Pension Scheme.

WPS Claims	Full Time Equivalent	Actual People
AA	17.37	19
AO	38.69	45
EO	34.48	39
HEO	X	X

WPS P&M Team	Full Time Equivalent	Actual People
AA	X	X
AO	22.28	25
EO	X	X

WPS Appeals	Full Time Equivalent	Actual People
AA	X	X
AO	5.14	6
EO	7.08	9
HEO	X	X

For both AFCS and WPS, I would like to know how many whole-time equivalents were envisaged as required to complete the operational work as described above (how many were in the business plan) for the 2023/2024 financial year.



Answer: The workforce control total for the financial year 2023/2024

AFCS/WPS: HEO/EO/AO/AA: 202.16 Full Time Equivalent.
Medical Advisers (MAs): 20.82 Full Time Equivalent.

For both AFCS and WPS, how many vacancies were there as at 29 February 2024? What week of work are each of the operational splits on for new claims for both AFCS and WPS as at the date of either the date of this email, or your date of writing a response?

For both AFCS and WPS, how many vacancies were there as at 29 February 2024?

Answer: **AFCS/WPS:** 12
MAs: X

What week of work are each of the operational splits on for new claims for both AFCS and WPS as at the date of either the date of this email, or your date of writing a response?

Answer: **AFCS:** Week 46 of 2023 at the date of compiling this response.
WPS: Week 5 of 2024 at the date of compiling this response.

How many hours of overtime has been worked by grade, from April 2023 to 29 February 2024 for AA to HEO inclusive?

War Pension Scheme					
Grade:	AA	AO	EO	HEO	MA
Total Hours: 1 April 2023 - 29 February 2024	504:20	1700:20	2189:30	14:00	187:00

Armed Forces Compensation Scheme					
Grade:	AA	AO	EO	HEO	MA
Total Hours: 1 April 2023 - 29 February 2024	87:00	0:00	2562:45	209:00	335:00

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

[Redacted Signature]

Defence Business Services Secretariat

