



Ministry
of Defence

Defence Business Services

Secretariat
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Email: DBSRES-Secretariat@mod.uk

Ref: FOI2023/14927

Mr Charlie Radclyffe
request-1054759-
b241ff81@whatdotheyknow.com

3 January 2024

Dear Mr Radclyffe,

Thank you for your email of 2 December 2023, requesting the following information:

Please can you provide all Veterans UK decision-makers' guides?

These guides may include (but are not limited to):

War Pensions

- *Allowance for a Lowered Standard of Occupation (ALSO)*
- *Clothing Allowance*
- *Constant Attendance Allowance (CAA)*
- *Unemployability Supplement (UNSUPP)*
- *War Pensioners Mobility Supplement (WPMS)*
- *Treatment Allowance/Part-Time Treatment Allowance*

Armed Forces Compensation Scheme

- *Guaranteed Income Payment (GIP)*

Decision-making and appeals

- *Principles of decision-making and evidence*
- *Claims*
- *Review*
- *Reconsideration*
- *Appeal*
- *Revision*
- *Supersession, suspension and termination*
- *Medical adviser*
- *Abatement*

International subjects

Subjects common to all benefits

- *Payments of benefits and deductions from benefit*
- *Overpayments, offsets and recoverability*
- *Evidence of service*
- *Evidence of age, marriage and death*
- *Living together as husband and wife or as civil partners*
- *Imprisonment*

Other

- *Incapacity for work*
- *Earnings for non-income-related benefits*
- *Work-related activities*
- *Dependency increases*
- *Overlapping benefits*
- *Hospital in-patients*
- *Bereavement*
- *Widow(er)s benefits*
- *Abbreviations*

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 Ministry of Defence, and I can confirm that all of the information in scope of your request is held. The information you have requested can be found enclosed at annexes A, B, C, and D.

Under Section 16 (Advice and Assistance) of the FOIA, please note that the criteria set out is wide-ranging and reflects expert inputs to maximise fairness and consistency. These guides are currently in the process of being updated by the DBS Operational Policy, Procedures and Courts (OPTAC) Team. Therefore, some information included in the attached annexes may be now out of date or no longer relevant.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact us in the first instance at the address above. If informal resolution is not possible and you are still dissatisfied then you may apply for 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.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint 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. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

Defence Business Services Secretariat

DBS Secretariat Team