

FOI DOF/2026-0397

Request

RE: Claims made under the McCloud decision

1. Number of claims received each month from January 2025 to date;
2. Number of payments made each month from January 2025 to date;
3. Number of payments made per month for claims made from January 2025 to date which were made within three months of claims being received;
4. The current number of outstanding claims at 14 July 2026;
5. What health conditions, if any, are taken into consideration in prioritising claims for payment;
6. What priorities are considered when determining payment;
7. The number of staff employed in the decision making process;
8. The number of staff in the payments section;
9. What deadlines for payments have been set and have these deadlines been met;
10. What is the longest claim still outstanding and the reason why?

DoF response

I can confirm the department holds the information requested.

1. Number of claims received each month from January 2025 to date is held in the table below:

Month	Choices Received
Jan 2025	377
Feb 2025	273
Mar 2025	422
Apr 2025	276
May 2025	445
Jun 2025	602
Jul 2025	287
Aug 2025	246
Sep 2025	287
Oct 2025	250
Nov 2025	225
Dec 2025	144
Jan 2026	141
Feb 2026	142
Mar 2026	127
Apr 2026	80
May 2026	43
Jun 2026	22
Jul 2026	112
Total	4501

2. Payments to members who had returned their Option Choice forms commenced in September 2025. As no payments were made before that date, the table below sets out the number of payments made in each month from September 2025 to date:

Month	Payments Made
Sep 2025	6
Oct 2025	14
Nov 2025	20
Dec 2025	27
Jan 2026	30
Feb 2026	77
Mar 2026	133
Apr 2026	142
May 2026	177
Jun 2026	193
Jul-2026	137
Total	956

Please note that not all returned Option Choice forms require payment action. A payment is only made where a member's choice results in an adjustment to pension benefits.

3. As outlined above, payments commenced in September 2025 and information is therefore only held from that date. The information requested is set out in the table below:

Month	Cases paid within 3 months of claim
Sept 2025	1
Oct 2025	2
Nov 2025	1
Jan 2026	2
Feb 2026	2
Mar 2026	2
Jun 2026	1
Jul 2026	0

4. There are currently 3,471 McCloud remedy cases awaiting payment.
5. The Department may prioritise claims for payment in cases involving serious or terminal ill health.
6. In addition to cases involving serious or terminal ill health, the Department may consider other exceptional circumstances, such as financial hardship, when determining whether a claim should be prioritised. Each case is considered on its individual merits.
7. The majority of cases do not require a decision to be made by departmental staff, as members are invited to make their own election. A decision is only required in a limited number of cases, such as where a tapered member does not make an election and the most beneficial outcome must be determined or where a member requests their case to be prioritised. Four staff are currently involved in this process.
8. The number of staff in the payments section varies depending on operational priorities. There are currently nine staff employed within the payments section.
9. There is no statutory or scheme deadline for making payments; however, our aim is to pay members within 12 months of receiving an application. There are currently 171 claims that have exceeded this timeframe. These are complex cases requiring detailed consideration and calculation. Processing of these claims is ongoing.
10. The oldest outstanding claim was received in December 2024. It remains outstanding due to the complexity of implementing the member's chosen option and calculating the associated arrears, tax adjustments and interest.