

## **Coronavirus Pandemic**

### **Guidance for users**

#### **The First-tier Tribunal (War Pensions and Armed Forces Compensation Chamber)**

1. This guidance replaces the Guidance for users dated 24 March 2020 and Help for users dated 15 April 2020. It applies until further notice.
2. The War Pensions and Armed Forces Compensation Chamber will resume operations from 4 May 2020, However, the Chamber is operating with reduced staffing and has a considerable backlog of work which has built up during the suspension of its operations since 24 March. There will be delays in all aspects of our work.

#### Hearings

3. The listed hearings which had been cancelled in March will now be relisted for hearing. There will be no face-to-face hearings. All hearings will take place remotely, by telephone, and will be recorded. If a remote hearing is not suitable in any particular case, a judge will make directions for the future progress of the appeal.
4. Instructions for participating in a remote hearing will be sent to the parties.
5. Work is in hand to make arrangements to list other appeals which are, or become, ready for hearing. The parties will be contacted when it is possible to list those appeals for hearing.

#### Case management directions

6. Parties should comply with case management directions which have been made.
7. We will shortly start to consider cases which are awaiting case management directions.

#### Time limits

8. There has been no change to the time limits for appealing or complying with the Rules or case management directions. Where the impact of the Coronavirus Pandemic leads to delay, a brief explanation should be provided.

#### Communication with the tribunal

9. All applications and other communications should be sent to the Chamber by email unless that is not possible. Post will be dealt with but this is likely to be slower than email.
10. Telephone calls will be answered when possible.
11. If a matter requires urgent attention it should be marked "URGENT".

Upper Tribunal Judge Markus QC  
Acting Chamber President, War Pensions and Armed Forces Compensation Chamber  
30 April 2020