

Ref: FOI2020/12725

10 December 2020

Dear [REDACTED]

Thank you for your email of 17 November 2020 to the Ministry of Defence (MOD) requesting the following information:

*"I'm a foreign management student and my teacher gave me your organisation Veterans Welfare Service to make a presentation on. I have several enquiries concerning your organisation that I could not find on the internet. Your answer will be extremely precious to me.*

*First when was this service created? in which circumstances? How many people work for your organisation in the different veterans welfare centres? Do you have a turnover? and Is the turnover passed on to some other organisations?"*

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.

I can confirm that the provision of welfare support to veterans was set up in its current form in 1948, to ensure those ex-service personnel with welfare needs were supported by the State. The service currently consists of three teams: Veterans Welfare Service, Defence Transition Service and Integrated Personal Commissioning for Veterans.

The Veterans Welfare Service has four centres located in Scotland, Blackpool, Kidderminster and Portsmouth. Across the four centres the staff allocation is twenty staff in total. Like any organisation, there is a turnover of staff as people retire and seek new opportunities. No facility is in place to move staff to other organisations.

The following link provides an overview of the services provided by the Veterans Welfare Service:

<https://www.gov.uk/government/organisations/veterans-uk>

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-](mailto:CIO-FOI-)

[IR@mod.gov.uk](mailto: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