



**Defence Business Services**  
DBS Secretariat  
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Ref: FOI2022/15557

[DBSRES-Secretariat@mod.gov.uk](mailto:DBSRES-Secretariat@mod.gov.uk)

19 January 2022

Dear [REDACTED]

Thank you for your email of 18 December 2021 to the Ministry of Defence (MOD), seeking information about safeguarding policy within Veterans UK.

You requested the following information:

*Can I get a copy of veterans uk safe guarding policy.  
As nothing available on line.*

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 the information in scope of your request is held. However, the information you have requested falls entirely within the scope of an absolute exemption under Section 21 of the FOIA as it is reasonably accessible by other means. As Section 21 is an absolute exemption, there is no requirement to consider the public interest in making the decision to withhold the information.

Under Section 16 (Advice and Guidance) you may be interested to know that Veterans UK does not have a standalone DBS Safeguarding policy, but like the rest of the MOD, is bound by the policy and guidance contained in JSP 834 - Safeguarding. This JSP can be found at the following link: <https://www.gov.uk/government/publications/safeguarding-jsp-834>

The JSP 834 was relaunched in November 2021 and provides direction and guidance on the safeguarding principles and procedures that apply to all people in Defence, both in the UK and overseas, and highlights that safeguarding remains a key responsibility of the Chain of Command. The policy scope has been extended from children and young people to include adult safeguarding and is designed to be used by everyone in Defence, including staff who have particular roles and responsibilities for safeguarding.

The JSP is structured in two parts, Part 1 is the Directive, which provides the direction that is to be followed in accordance with mandated policy and statutory responsibilities. Part 2 is Guidance, which provides practical guidance to assist the user in complying with Part 1.

All MOD staff are mandated to complete a short online course in respect of Safeguarding, to be refreshed every three years. The course aims to provide our employees with information and skills to help, protect and defend vulnerable children and adults. The module has been developed to inform employees about the appropriate help and support services available to vulnerable customers. By completing this course, employees are expected to:

- be alert to situations where the safety and well-being of children or adults could be at risk
- know the appropriate action to take if they believe or are told someone is at risk
- be aware when it is appropriate to share information, especially without someone's consent
- be able to tell vulnerable customers what steps they should take to look after themselves and keep themselves safe

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](mailto: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,

A black rectangular box redacting the signature of the sender.

Defence Business Services Secretariat Team