



# Ministry of Defence

## Defence Business Services

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

Ref: FOI2022/12359

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Email: [REDACTED]

14 November 2022

Dear [REDACTED]

Thank you for your emails received between 17-21 October 2022 to the Veterans UK's Customer Resolution Team requesting the following information:

*"....copies of the recent lived experience meeting that took place...."*

*I asked for a copy of the minutes of the full meeting and who was in attendance???."*

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 some information in scope of your request is held.

No minutes were taken at the recent Lived Experience Event; therefore, no information relating to this part of your request is held.

However, under Section 16 (Advice and Assistance) of the FOIA, you may be interested to know that a set of action points arising from the event are being developed which will be published once finalised.

You also asked who was in attendance at the event, however, in order to protect personal information governed by the Data Protection Act 2018, Section 40(2) of the FOI Act has been applied to this part of your request. Section 40 is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.

Under Section 16 (Advice and Assistance) of the FOIA, I can, however, advise that 23 individuals attended the event in person and four attended virtually. Of the 27 attendees; 11 were Veterans UK/MOD employees, one was from the Office of Veterans Affairs, one from the National Health Service and 14 were external attendees and/or Veterans.

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 (or by e-mail using the following address [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 redaction box covering the signature of the sender.

Defence Business Services (Secretariat)