

From: David Allen, MA, ACMA, Deputy Head of Corporate Services



MINISTRY OF DEFENCE



Service Personnel  
& Veterans Agency

**Service Personnel and Veterans Agency**

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03d443ff@whatdotheyknow.com

Our Reference: SPVA/Sec/6/2/63  
FOI/150739-012

Date: 18 October 2011

Dear Mr Read,

Thank you for your email of 28 September 2011 to Ministry of Defence, CIO Access Department, requesting information about the Veterans WORLD publication. Your request has been considered in accordance with the Freedom of Information Act (FOIA) 2000.

Veterans WORLD is aimed at people who work in an 'advisory' capacity with the public. The distribution includes HM Prisons, NHS Primary Trusts, Local Authorities, Resettlement Officers, Mental Health care workers, Citizens Advice Bureaux, and those who work with veterans' organisations.

The magazine aids in raising awareness of the help and advice available to ex-Service personnel and their families. Each issue is available in print, online at [www.veterans-uk.info/veteransworld](http://www.veterans-uk.info/veteransworld), or as an audio version. The full colour magazine is a single source of information that can be used as a resource tool by subscribers to help and support the Armed Forces community. Some 17,850 printed magazines are currently issued to subscribers four times per year.

In your letter, you have asked the following questions:

*What is the global cost of producing Veterans WORLD?*

*Salaries together with any benefits in kind, and office costs.*

This information is not held separately as there is no dedicated Veterans WORLD production or editorial team, office space or equipment. Work on the publication is incorporated within the Service Personnel and Veterans Agency (SPVA) Communications and Media Department, and forms part of the staffs' normal daily duties. As the FOIA imposes no obligation on the Ministry of Defence (MOD) to

provide new information to specifically answer a request, this data has not been provided.

*Publication and printing costs*

Based on the costs incurred for the last four issues of Veterans WORLD, the average total annual cost of printing and packaging the magazine is £28,581.

*Delivery costs*

Based on the expenditure for the last four issues, the cost for the delivery of Veterans WORLD to subscribers is 35p per magazine, with an annual cost of £24,990.

*Any and all analogous costs*

There are no analogous costs for Veterans WORLD and the department is not currently aware of any similar MOD publication.

If you are unhappy with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible, and you are still dissatisfied, then you may apply for an independent internal review by contacting the Head of Corporate Information, 6th Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you are still unhappy following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.gov.uk>.

Yours Sincerely,

PP.



David Allen  
Deputy Head of Corporate Services