



Flashlight

The Newsletter of the Ministry of Defence Guard Service

Issue 37



John Bills and Dave Fairbrother receiving the commendation by the Vice Chief of Defence Staff, General Sir Nicholas Houghton KCB CBE ADC Gen

Autumn 2010



VCDS and 2nd PUS Centre TLB Commendation – The HQ MGS Operations Team

By Marc Shreeve, B2 Ops



The ceremony took place on 16 July 2010 at HMS President, London. The Commendation Scheme aims to recognize the exceptional effort, individually or collectively, made by personnel in the Centre TLB (CTLB). In practice, the scheme provides an additional means by which exceptional contributions to the work of the Department can be more publicly recognized. It is relatively informal and the majority of those commended are undertaking duties vital to Defence that may not otherwise be recognized.

John and Dave were grateful that their work in the achievement of the NSI Gold has been recognized by the wider Department but felt that they were accepting the commendation in recognition of the hard work undertaken by Regional teams as well as themselves.

The HQ MGS Operations Team consisting of John Bills, Senior Operations Manager, and Dave Fairbrother, Operations Manager were nominated for a VCDS and 2nd PUS commendation for their work in co-ordinating and implementing the procedures that led to NSI Gold accreditation for the MGS. I am delighted that the nomination was accepted. The exact commendation is replicated below:

“To the MGS Operations Team for their outstanding efforts to ensure that the Ministry of Defence Guard Service achieved accreditation to the National Security Inspectorate Gold Standard (ISO 9001:2008 Quality Management System). This involved an extensive audit of roles, responsibilities and systems within the MGS, a national organisation, to confirm or put into place a consistent mode of operation and management reporting. In less than a year, the team visited Regional Headquarters and a number Units to conduct detailed interviews. Results were analysed and measures put in place to ensure the NSI requirements were met. A remarkable achievement within a very short space of time and requiring tremendous personal commitment by both members of the team. The NSI Gold Standard is the ultimate recognition of guarding proficiency in the UK accreditation establishes the Ministry of Defence Guard Service as one of the elite unarmed guarding organisations in the United Kingdom.”



John and Dave in front of Tower Bridge



John and Dave with Marc Shreeve, MGS B2 Ops, who sponsored the nomination.

Robert Taylor, CSO5 receives his Imperial Service Medal

By Graham Glass Group Manager Region 4 Area 7



On Friday 16th July 2010 Robert Taylor was presented with his Imperial Service Medal by Eddie Longhurst, Area Manager Region 4 Area 7. Bob, as he is known to his colleagues accompanied by his sisters Kathleen and Noreen along with Noreen's husband John attended an informal gathering at Old War Office Building, Whitehall, Central London.

Bob has always had a connection to the Royal Navy not only during his ten and a half years of duty with the "Senior Service", from 1961 to 1972, but during his time working at the Royal Naval College in Greenwich where he first worked as a steward to Senior Ranks and later as a patrolman/security officer before joining MGS in 1998. Some years later Bob was posted to St Christopher House and then finally St Georges Court where it was my pleasure to become his Line Manager until he completed his career on 07 July 2009.

When presenting Bob with his well deserved "gong" Eddie thanked Bob for his 37 years service in total, not only for his contributions to the Guards in London, but to the department as a whole in his various roles.

During his time with the department Bob has always been known for his flexibility and team spirit. He has already been missed by his former Colleagues, Supervisors and Managers, who all join to wish Bob a long, happy retirement and the very best for the future.

'MOD Your Say' – What happens next?

Since the 'MOD Your Say' survey last took place in October 2009, writes **Claire Ferguson**, of the HR Business Partner Special Projects team, Chief Executive Steve Love has tasked his senior colleagues with creating action plans to address the survey results relevant to their specialist areas.

Each AMB member is responsible for delivering one or more actions from within the Agency Action Grid, which can be found on the MDPGA Intranet, on the Human Resources pages.

Progress against these actions is reported upon at the monthly AMB meetings and then issued via a quarterly staff newsletter, launched in July, which can also be found on the same HR pages on the Intranet.

The survey highlighted four key areas of concern, which have been picked up on the Action Grid. They are:

- My Work
- Leadership and Managing Change
- Inclusion and Fair Treatment and
- Organisational Objectives and Purpose.

The 2009 survey results will be used as a benchmark against which to assess progress in future surveys, starting with the 2010 survey in October.

What happens now?

Further updates will be produced to keep staff informed of what is happening and what progress is being made against each action plan. Check the Intranet pages regularly and read the notices and articles that will be published over the coming months.

Talk Through and **Flashlight** were invited by the Chief to delve further into the Agency's response to the survey and so we began by asking him:

Why are you taking 'MOD Your Say' so seriously?

Because it is really important for me and everyone on the Management Board to know how the people in our organisation feel, what they are saying and what they're asking. We make the effort to find out by getting out and about and talking to people, but given the geography of the organisation it just isn't physically possible to be everywhere all the time. The 'MOD Your Say' survey fills an important gap.

Everyone is experiencing a lot of uncertainty about the future. Is now really the time to ask them what they think?

When we last ran this survey, in October last year, there was a lot of uncertainty, too. The PR09 recruitment freeze and overtime ban had just recently started. The Hutchinson Review of the Agency was in full swing and there was a lot of anxiety around the organisation, but we still did the survey, as did all the rest of the MOD. Since then it has got tougher still. We have had a General Election, the Strategic Defence and Security Review will be published shortly and there is the prospect of major cuts right across Government

funding. In the year ahead we're going to have to implement a lot of this, so it is even more important for us to know how people feel, what they think and what they want to know.

You have said it was useful – how did you use it? What did people say and what did you do?

Around the same time we got the 2009 'Your Say' survey results I did quite a number of station visits and ran focus groups to help me fill out the picture.

Some of what people said was very practical. Both MDP and MGS were very clear on one issue, for example – they need uniform that is more fit for purpose. So, what we did was set up a Road Map project under the AMB to make that happen. Since then, we have committed MDP to the national police uniform and decided what the basic uniform will be, following trials. We will not be able to procure and re-equip the entire Force in one go under present financial conditions and I am clear that we will not spend money on new uniform if it is going to make us unable to pay salaries. However, we are now going to move to the new uniform every time there is an opportunity to buy it, through normal replacement or cashing in on other savings.

On the MGS front, the first priority is high visibility jackets. Once we have the MDP under way, we will then assess the extent to which standard MDP items are also the best option for MGS work. In the meantime, the MGS are discussing a fit for purpose uniform that could be procured within existing constraints.

Another practical area was training – people were saying that we need to standardise it and make it happen. What we have done is to completely review and republish all of the Agency's mandatory training requirements – the training it is essential to complete to do the job safely, legally and to our standards – and then make sure everyone has a mandatory training plan to go with their reporting year. This is starting in September for the MDP and, because it is mandatory training, the Agency will make sure that it takes place and is not left to chance.

People said they actually wanted to be more involved in changes and what is going on. I think this is really encouraging and we need to do more to make use of this energy. One thing we have done is to test how much energy there is, through the 'Chief's Challenge' – the invitation to everybody in the Agency to identify ways we can increase our competitiveness by trimming our price tag.

We have had around 250 suggestions, some we are not able to do anything with because they are Departmental or national policy which we are not able to influence, and others we had in fact already looked at. But there are many new and bold suggestions and we are working through them – I have kept my promise to read every single one. But the level and quality of the response confirms for me that what 'You Said' is true – people do want to be more involved.

The two things which you said most, however, were:

- Tell us what is happening and
- What is being done to market the Agency?

That is what 'You Said' most, so that is where we have done most. It's clear that, through all the change that is taking place around us, we do not have the full picture and there are many decisions yet to be made, mostly outside the Agency. But the sorts of things that we have done to make sure people know **what is happening** include:-

- Continuing to publish **Talk Through** and **Flashlight**, even though we have come under pressure to cut our in-house publications. We presented the case to the centre that both **Talk Through** and **Flashlight** – as separate publications, with printed copies for the many people without ready access to computers – are an essential part of telling people what's happening. The argument worked: they are both still here.
- We have really stretched out to involve and consult trades unions and staff associations, both so that they can represent their members effectively and so that they too are in a position to tell people what's happening. We have held open briefings, on the basis of 'Ask anything you like and we will tell you', and have also done something very important which we have never done before, which is to invite the Defence Police Federation and a trade union representative to attend Agency Management Board meetings – not as silent observers, but to participate in and contribute to the debate and take away all the papers to share with their executive bodies.
- I hope, too, that people will have noticed the approach we are taking to the Core Brief. We published a Core Brief in late June which set out to capture everything – and I mean everything – that we then knew about the

state of play on the new Government's agenda as it relates to us, and all the other developments that affect people, whether they come from inside or outside the Agency.

About every three weeks we then publish an update, capturing what has happened since, but also with the 'Frequently asked Questions' that come up to us via focus groups, in emails or even occasionally as rumours. We will continue to communicate in this style for the foreseeable future, at least until all the changes are known and in place.

The other big thing which 'You Say' is around **marketing the Agency**, looking for business and raising our profile. Key things we are doing here, or have done, are:-

- Achieving the MGS National Security Inspectorate gold standard. As **Flashlight** has already made plain, this is a huge achievement for the MGS. It could be seen as the culmination of 18 years' work since its foundation, and could not be better timed, to demonstrate that the MGS has met national industry standards at the top level.
- Needless to say, I am also particularly active at present, making sure that the MOD top brass know who we are, what we do and what we bring to the party.
- On the MDP side, although these are lean times for funding all round, we have in recent months secured new funded posts in Northern Ireland, in Critical National Infrastructure Protection, and extended a current tasking in the north of Scotland.
- There has also been a funded uplift in Afghanistan, where the profile of our officers is so high that they have already been met in person by outgoing Prime Minister, Gordon Brown and incoming Secretary of State for Defence, Dr Liam Fox.

NSI Gold



The MGS has been give high praise for its achievement in attaining the National Security Industry Gold Accreditation and articles have appeared on our achievement in the following publications:

Defence People, MOD Oracle, Ex Military Trucks & **BLOGMINSTER** The inside view from Westminster. The MGS is rightly proud of its achievement.

BLOGMINSTER





First SIA Course Held at HMNB Portsmouth

By Pete Meyer, Area Manager Area 5 Region 4

Like most establishments around the country, with the restrictions in place, HM NB Portsmouth has had difficulty in sending officers away to attend courses and with SIA in particular.

The Naval base is currently 17 officers under manned and it is a credit to our workforce that we are still able to maintain at least 95% of our tasks. We are mindful of our obligation to achieve mandatory training for our staff with the emphasis on SIA training.

Under a local initiative and with the invaluable assistance of the HMNB and our RTO Derena Akers, SIA training has been undertaken at the Naval Base. This has been a great success and with the assistance of the Roster Manager, Ann Philp, we

have been able to get a large amount of officers from this site through the SIA course. The benefits have been many. Officers do not have to travel to Wethersfield on a residential course thereby removing travel and related costs. Attendance can be arranged at short notice if required because the training is on site. With the training being offered at the workplace officers return home at night and with some who have family obligations this has been a big plus.

Another benefit highlighted is that officers from neighbouring Area 6 in Gosport can also take part with the same saving on travel costs.

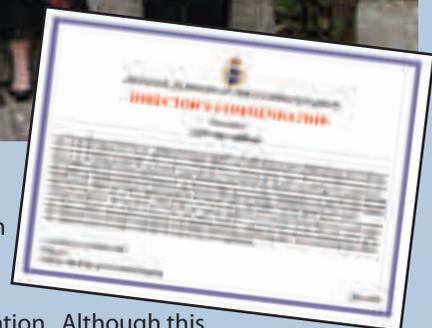
Once again, my sincere thanks to those people who made it possible and to the officers who attended making it a success.

Des Sullivan, CS05, Director's Commendation

Des Sullivan, CS05, joined the MGS on 1st August 2005 and was assigned to the small five man team at Amport House on the 26th January 2007. As an MGS officer, Des is a very experienced and diligent officer, with a consistently positive and proactive approach. In the early hours of the morning of 15 June 2010, whilst on duty at the Armed Forces' Chaplaincy Centre, Amport House, Des Sullivan, discovered a person who was dangerously ill and in need of help. He quickly and correctly assessed that the person was suffering from a heart attack. Des Sullivan, who had recently re-qualified in First Aid, immediately dialed 999 for the Ambulance Service, while concurrently informing the Chaplain of the Fleet, and AFCC Directing Staff on the serious nature of this incident. Unfortunately, even with the timely and expert actions of Des Sullivan his efforts were in vain as sadly the person died later that morning. Throughout this incident Des Sullivan acted with both calmness and complete professionalism. He not only dealt with a very difficult and challenging situation with a dangerously sick person, but was also able singlehandedly to control and manage this incident, ensuring that at all times those who needed to be kept informed were informed. There is no doubt that Des Sullivan applied his First Aid skills and knowledge to the very best effect and that the sick person was cared for to the very best of his ability. Despite the very



sad and regrettable outcome of this incident, Des Sullivan applied a clear mind and swift action to this demanding situation. Although this event has had a profound effect on Des he has continued to carry out his duties diligently and to the highest standard required of his profession. He is a credit to the MGS and for his exceptional actions on the day he is awarded this Director General's Commendation.



Managers Follow up Event

29th July 2010

Marie Harding, Admin Assistance R5 Area 1b



Back row: Jason Pearey, Marc Shreeve, Will Egerton, Tony Anscombe, Martin Surman, Trevor McKinnon
Front Row: Sarah Cook, Simon Ruddick, Kathryn Malough, Marie Harding

For the last couple of months I have taken an interest in the Training world. Vic Christopher, as my mentor, has been brilliant explaining and encouraging me to give my views and perspective on many aspects within Learning and Development, and allowing me to participate on many tasks.

The first Managers Follow Up event which is the final part of the MGS Managers Programme (outlined in the July Flashlight) was upon us and being facilitated at Region 5 Foxhill. Guess what? The RTO was going to be on leave. Here was my chance to achieve recognition, putting my D Band passport to use. But how was I ever going to live up to the celebrated Vic Christopher MBE!

I liaised with Sarah Cook, L&D Manager and Sam Collins, Organisational Support Officer for all the requirements for the big day. I spoke with the Managers who were attending, asking for a few sentences of feedback on the Managers course, positive or negative, allowing me to gain a view of how they had perceived it.

The day had arrived, and after a restless night worrying that there may be a mishap with equipment, I arrived at work. The MGS HQ team arrived and we set up and discussed what was expected of us as observers.

At 09:00 the Managers arrived, a warm welcome and introductions were made. Six Managers attended, Kathryn Malough, Simon Ruddick, Jason Pearey, Tony Anscombe, Will Egerton and Martin Surman. Each Manager was to give a power point presentation on their chosen project. As observers we had observation sheets to help us provide feedback to the Managers. This also helped us highlight what

effective competency indicators were demonstrated. Each presentation was followed by 20 minutes of questions from observers and a feedback session to which everyone contributed to.

The presentations started with our illustrious leader Kathryn, and her topic was Communication, a classic example was of when things go wrong at all levels, even at the centre of the US government the White House! Kathryn was followed by Will whose presentation covered setting up a new establishment and producing an Aide Memoir, Jason delivered his presentation on Continuation Training, this topic caught my attention with my new found interest in training. Tony's subject was about the new Alternative Roster Trial, which I understood a fair amount from taking minutes for the project Manager. After lunch Simon spoke of Twinning, which is an exciting concept of building a larger MGS family. Last but by no means least was Martin, his project was the CSO4 review.

During breaks I set to networking with the managers to find out what they really thought! Responses, reactions and acknowledgement I received were unexpected. I could not believe that all had enjoyed it. Here are just some of the comments received: "What a relaxing atmosphere", "My first ever time of giving a power point presentation, everyone involved was helpful". The overall perspective that I received from all participants was how much they had enjoyed the day, the feedback given was taken on board so they could take things forward.

All you Managers that are next, don't worry, go along and enjoy the experience.



IN SUPPORT OF HELP *for* HEROES



Colin Jackson Raising Money for Help for Heroes

My name is Colin Jackson, I'm 35 and married to Nicki with a 5yr old daughter Ellie. I am a CSO5 officer with the MGS, based at RAF Welford.

In April I'm running the Virgin London Marathon for Help for Heroes. At the moment I'm sticking to a strict training plan and its working, as I have lost 2 stone and hopefully a lot more before race day!

The charity H4H means a lot to me as I have served in the infantry in the British army and have first hand experience of being in a warring conflict and the damage it causes. As individuals we are powerless to prevent war and we feel helpless that we are unable to stop our men and women from being killed and wounded. By joining together as Help for Heroes, we are doing something practical to help; we are doing our bit.

I am hoping to raise as much money as possible. Your support would be appreciated. If interested in sponsoring me please visit my Charity Site. www.bmycharity.com/colinjackson

Give Me 5 for 500 Paul Irving Runs for H4H

My name is Paul Irving and I am a CSO5 at DTE Swynnerton in Region 3. I began my challenge of running 5 miles a day for 100 days on Sunday 1st August 2010, the challenge is called "give me 5 for 500" which is in aid of Help for Heroes I have a website for donations which is www.bmycharity.com/paulsgiveme5for500 and I can be contacted on either 07773933217 or at work on 94486 8437.

I wanted to do something to help the troops and thought of this idea to run 5 miles a day for 100 days as I wanted it to be challenging whilst still leaving the time to do other things, primarily go to work! I contacted Help for Heroes local area co-ordinator, Kathy Munsloe, and she has been helping me with the paperwork. We ran a market stall on the 4 Sept with the help of both the local Army & Air cadets the poster was designed to promote my event locally.

In the photograph are the town mayor and his wife, from Stone Staffordshire, Mr & Mrs Rob & Bev Kenney, my twin brother Martin, with the



beard, and my nephew Kane who both ran with me on my first day, I am the one in the middle. I raised £278.90 on my first day and will be hoping to raise much more as I have collection tins in several locations including some at work. I have had a feature on the BBC website for Stoke & Staffordshire and would like to thank you in anticipation of any donation you feel you can make for this very worthwhile charity.



"HELP FOR HEROES" ANGLING MATCH

REGION 4 AREA 3

By Ray Iddles, CSO4



On Monday 20th September 2010, an Angling match took place at "Green ridge Farm Fisheries" Romsey in aid of "Help the Heroes".

LCpl Nobby Noble came up with the idea as he had lost a few colleagues in Afghanistan and wanted to do something to help.

LCpl Noble approached Ray Iddles, CSO4, with the idea and soon had Terry Wilkinson, CSO4, and SSgt Kev Williams on board. The event took almost 10 months in the planning stages, with Kev Williams e-mailing and telephoning firms for donations, Ray Iddles- venue, raffle tickets, letters, signs, advertising etc: Nobby Noble, prizes, stores, competitors & programmes. Also registering with the Charity. Terry Wilkinson helped Nobby out and came up with ideas of how everything should run.

Eventually everything was in place and the day of the event arrived; a nice early start for some at 0530hrs to set up all the tentage, signs etc. By 0630hrs everything was ready and we waited for the first competitors. At 0730hrs the first arrived, followed very quickly by more competitors. The draw for pegs was completed and everyone trampled to their fishing platforms, the event started at 1030hrs prompt and it wasn't long before the first fish were brought to the net.

The day was going well and thinking back, what was the problem?

Fish continued to be caught throughout the day and by 1530hrs the end of the match, there were some very tired anglers. The weigh in produced some credible weights with five over the 100lb mark. The eventual winner was Mr Mark Richardson with 151lb 1oz.

24 Anglers from all walks of life, some with no forces background but all wanting to contribute towards a very worthwhile cause. They got together and produced a very successful day.



A total of £1351.51 was raised.

A big thank you must go to all Competitors, all the firms who donated the raffle prizes and last but not least the owner of Green Ridge Farm Fisheries, Mr Mick Kenny, with out his help the event would not have taken place.



John returns to Ulster for the 6th Battalion Ulster Defence Regiment Rockwood Reunion

By Mike Mundy, CSO3

John Mc Connell BEM, (CSO5) returned to Northern Ireland to attend the first Reunion of the 6th Battalion the Ulster Defence Regiment. John served with the Battalion before transferring to 1st Battalion the Worstershire and Sherwood Foresters Regiment where he served in the colours for 24 years and reached the rank of Warrant Officer. John helped to organise the raffle and auction.

At the end of a very successful Reunion he was presented with a cheque for £805 for the Help for Heroes. On his return to the UK the next day he presented the cheque to the Help for Heroes Office Manager Zoe Cooper and also present was one of the heroes L/Cpl Jonathon Galloudec who was wounded in Iraq in 2007 (He is featured on page 23 of the Hero Inside Book in support of Help for Heroes).

The 6th Battalion Ulster Defence Regiment lost forty-two soldiers during their thirty – eight years involved on OP Banner.



John Mc Connell BEM presenting cheque for £805 to Zoe Cooper Office Manager Help for Heroes in Tidworth Hampshire.



Reunion Committee

Left to right: Pte William Harron, Pte Richard Black, Pte George Love, Cpl Malcolm Stanford (Chairman) who is presenting the cheque to John Mc Connell BEM for £805, Cpl Trevor Loughlin, L/Cpl Mc Mullan and Cpl Jim Loughlin MID

On the 31st July 2007 Operation Banner came to an end, ending 38 years of military support to the Civil Powers in Northern Ireland.

The 6th Battalion Ulster Defence Regiment was awarded the Conspicuous Gallantry Cross (CGC) by HM the Queen in Belfast at the Regiment's final parade. It is the first time the medal, second in precedence only to the Victoria Cross, has been awarded to a military unit rather than to an individual member of the armed forces. John also visited the grave of his football idol Manchester United and Northern Ireland footballer George Best.



John Mc Connell BEM at George Best's Grave in Belfast Cemetery

Policy Update

Flashlight Issue 37



MDPGA Contact Officers Network

The MDPGA Contact Officer network is underpinned by recognition that when people feel they have been harassed, bullied or otherwise treated unfairly at work; it can be useful for them to be able to talk to someone about this who can help them consider what they want to do.

For many, their Line Manager is the most obvious choice or alternatively, a colleague. However, some people will prefer to talk to someone who is not in their immediate work team. The Contact Officer network bridges this gap by making available people from within the organisation but who are not necessarily in the same work area, to individuals who want someone to talk to about issues they are facing.

The aim of the Contact Officer network is to provide a confidential and informal avenue to enable any member of the MDPGA who believes they have been harassed, discriminated against, victimised, bullied at work or treated unfairly or who have been accused of any such behaviour, to talk through what has happened and decide what, if anything, they wish to do about it.

There are Contact Officers throughout the country, all of whom have received specialist training to enable them to carry out the role, which is a secondary duty. All MDPGA staff are entitled to use their services. Contact Officers can provide a service to clients by telephone or face to face and a member of staff may approach any Contact Officer in the network for support.

There are two specialist Contact Officers who have specific experience in dealing with Race or LGB (Lesbian, Gay and Bisexual) issues. Details of these officers can be found on the DEU Intranet pages.

Contact Officers do not disclose the names of clients or details of cases to anyone in the organisation unless this is the explicit wish of the client. They do though, provide statistical details of the number of cases they have handled and the amount of time they have spent, to the Diversity and Equality Unit (DEU) which has responsibility for organising and managing the network.

There are currently 37 Contact Officers spread throughout the Agency all of whom are available to you. Details of current Contact Officers are at Annex A to this Notice.

The DEU can be contacted on 01371 854503
(Milnet 94667-4503).

How To Guides

By Trevor McKinnon B2
MGS Conduct Discipline + Change

Enclosed within this edition are the second in a series of guides intended to provide members of staff with a quick and simple point of reference on matters they deal with on a regular basis. The purpose behind the guides is:

- ◆ To provide simple advice to managers, supervisors and guards on HR issues
- ◆ To direct users to where policy and rules can be found
- ◆ To ensure that staff without IT access are aware of HR policies and procedures
- ◆ To optimise use of HRMS and provide help to those who don't have access to it
- ◆ To give our customers and others using the MGS some assurance on the standards we work to and to know where to seek redress if we fall below those standards
- ◆ To remind guarding teams of standards and procedures (eg the use of notebooks; daily occurrence books; recording breaks; handover/takeover best practice)

The first batch of guides covers the following issues:

- ◆ HRMS Basics
- ◆ Dealing with Complaints and Grievances
- ◆ Accessing Training via the Defence Learning Portal
- ◆ Adding training to HRMS Personal Training and Development Plans

The guides, though directed at MGS personnel, deal with issues that have a relevance to people working across the Agency.

We would welcome your feedback on the usefulness of the guides (good or bad). You may provide this independently direct to HQ or through your Regional Training Officer.

CULTURAL CHANGE WITHIN THE MOD GUARD SERVICE

Organisational Aim

To encourage an environment where high quality service delivery and continuous improvement is considered part of normal activity within the MOD Guard Service

Intention

To embed a culture of high quality service and continuous improvement throughout the MOD Guard Service in order to improve the effectiveness and efficiency of the organisation to ensure its continued utility within the Ministry of Defence

Objectives

- ◆ Affirm core values and thereby establish common purpose and joint aspiration
- ◆ Assist the CE MDPGA in speaking with a single coherent voice on behalf of the Agency's component service providers thereby increasing influence within the MoD
- ◆ Ensure all personnel are aware of their role and responsibilities
- ◆ Embed a culture of continuous improvement in the MGS to maintain and improve efficiency
- ◆ Develop partnering arrangements with customers to ensure shared objectives and encourage joint problem solving
- ◆ Demonstrate best value for money while maintaining a high quality service thereby encouraging customers towards the MGS as the provider of choice
- ◆ Explain organisational change objectives and expected outcomes to the workforce
- ◆ Ensure NSI Gold standards are maintained demonstrating professionalism
- ◆ Facilitate specified Regional or Area events around the theme of continuous improvement to encourage ideas and to help those areas develop their plans and processes
- ◆ Create an environment where personal and professional development is encouraged and supported
- ◆ Create a partnership for change with trade unions establishing common aims for continuous improvement
- ◆ Encourage broader development for individuals enhancing their value to the Ministry of Defence

Activities

- ◆ Review and agree MGS core values
- ◆ Maintain quality output through effective audit and a culture of efficiency
- ◆ Critically review management processes to ensure they do not inhibit effective delivery
- ◆ Set up ad hoc teams with Subject Matter Experts from across the MGS to look at specific issues thereby breaking down Regional barriers
- ◆ Develop regional customer MGS forums to encourage common understanding and establish common objectives
- ◆ Ensure a mind set towards collaborative working. The MGS MB leads the way on this. Manager and Supervisor training programmes also encourage the development of broader networks. The MGS mentoring scheme will encourage similar interaction at all levels
- ◆ Encourage attitudes towards flexible working across sites
- ◆ Encourage increased and improved co-operation between managers and trade unions at all levels
- ◆ Develop a collective agreement on MGS personnel policy and procedures while remaining within the non-industrial civil service construct
- ◆ Develop practical guidance on collaborative working
- ◆ Encourage inputs from MGS personnel through the blog and other means. Ad hoc teams meet to consider proposals and provide a full response within a reasonable timescale.
- ◆ Ensure that contributions by individuals are recognised and rewarded.
- ◆ Develop training programmes for managers and supervisors to improve communication and decision making skills using HYDRA learning tool
- ◆ Implement the 2010 Have Your Say Action Plan for the MGS. Use the plan as a platform for further improvement



Amend a Personal

Skills Profile

(if you have previously completed one)

Step 1: Click on 'Employee Self Service'.

Step 2: Click on 'Training & Development'.

Step 3: Click on 'Personal Skills Profile'.

This page will now display your previous evaluation that should have been approved by your Line Manager.

Step 4 (a): If you wish to create a completely new evaluation from scratch (i.e. if you have moved job and the Line Manager has created a new post skills profile for you) click 'Create New Evaluation'.



Step 4 (b): If you wish to amend your existing profile (i.e. If your competences have not changed but you feel you have changed proficiency level or if you want to add additional competences) click 'Create New Evaluation (From Current)'.

Step 5: You can now enter your proficiency levels, save and submit, as per **Steps 4 11** overleaf.

If you have any queries or questions relating to Personal Skills Profiles that cannot be answered by your line management, please contact the People Pay & Pensions Agency Service Centre on:

Mil: 93345 7772

Civ: 0800 345 7772

Or email at:

peopleservices@pppa.mod.uk



**People, Pay
and Pensions
Agency**



HOW TO Guide



Creating and
Amending Personal
Skills Profiles on
HRMS

Create a Personal Skills Profile

(if you have never completed one before)

The post skills profile must have been created by your Line Manager before you create your personal skills profile.

Step 1: Click on 'Employee Self Service'.

Step 2: Click on 'Training & Development'.

Step 3: Click on 'Personal Skills Profile'.

Step 4: The required competences and level of post proficiency will then be displayed and you will be able to record what you believe your level of proficiency is against them using a drop down menu.

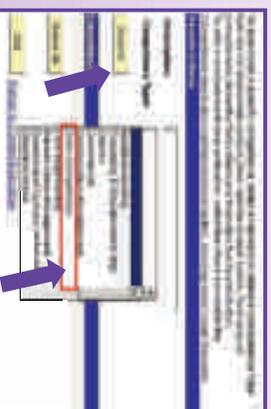
- Proficiency Levels:**
- ◆ Development Need
 - ◆ I Awareness
 - ◆ II Practitioner
 - ◆ III Expert

If you want to view the competency information click 'Details' link next to the relevant competence.

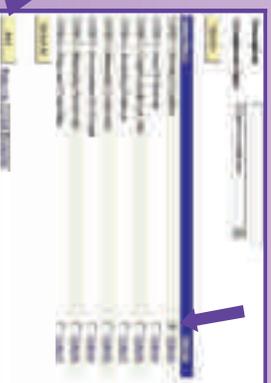
Step 5: Select your proficiency level & year last used (if applicable) for all the competences listed.

Step 6: If you want to evaluate yourself against additional competences (that are not in your post skills profile) click 'Add Competences'.

Step 7: Search for the competence by entering the keyword (E.G 'Core Competences') in the description box or select it from the drop down list and click 'Search'.



Step 8: Select the appropriate competence(s) from the list by checking the relevant box(es). Then click 'Add'.



Step 9: Now enter your proficiency level and year last used (if applicable).

Step 10: Click 'Save' then 'OK'.



If you wish, you can enter comments for your Line Manager regarding what you have submitted.



You can also now add more competences if you neglected to record them previously (by following steps 6-10).

Step 11: Once you are happy with your profile, click 'Submit' then 'OK'.

Your evaluation is now submitted to your Line Manager for approval.

Scheme	Imperial Service Medal
Aim	The award of the ISM recognises meritorious service for at least 25 years and is awarded on the individual's departure. It is awarded to Band E and equivalent non industrial staff and industrial staff. Applications for the ISM should be made by the Line Manager in advance of the departure date.
Type of Award	Medal presented on behalf of HM The Queen.
Authority	Policy, Rules and Guidance – Imperial Service Medal.

Scheme	HM Queen's Birthday and New Year Honours And Awards
Aim	The award of honours by Her Majesty The Queen recognises exceptional achievement or meritorious service over and above that which might be expected of individuals in their daily activities. It is a visible symbol of recognition to both recipients and the wider community that their efforts have been properly appreciated.
Type of Award	Various.
Authority	Civilian Honours procedure – MOD Form 408.

If you have any queries or questions relating to any reward or recognition schemes you should speak to your line Management.

You can also visit the PPPA People Services for information on the Imperial Service Medal and Civilian Honours procedure and the Defence Intranet for information on GEMS.



Using
Reward
&
Recognition
Schemes

Reward & Recognition schemes

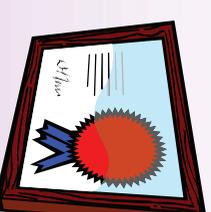
Scheme	Special Bonus Scheme (SBS)
Aim	The purpose of the SBS is to reward one off exceptional performance by an individual or by a team for a specific task or personal academic achievement which enhances their value to the MOD. There is no specific funding and payments are limited to up to 0.4% of the overall pay bill. Up to 0.2% can be used to fund individual awards. The funding for team awards is treated separately and up to a further 0.2% of the pay bill can be used for team awards. Recommendations for SBS should clearly state whether they are to be considered under the individual or team award scheme so that it is clear which area of funding any Special Bonus should be attributed to. Managers should ensure that they have read the Policy, Rules and Guidance before completing an award recommendation.
Type of Award	Cash Payment.
Authority	Recommended by line managers and approved at B2 level and above.

Scheme	Minor Awards Scheme (MAS)
Aim	The MAS allows managers to reward their staff quickly, either individually or as a team, with gifts, entertainment or vouchers that are available from a range of outlets. Vouchers are obtained using the Government Procurement Card (GPC).
Type of Award	Gifts (in kind), not cash.
Authority	Recommended by line managers and approved at B2 level and above.



Scheme	GEMS
Aim	GEMS rewards and recognises innovative ideas that improve the organisation, management or delivery of service by the MOD and Armed Forces.
Type of Award	No upper limit. The value is related to the benefit of the idea.
Authority	The Defence Ideas Scheme.

Scheme	Thank You Letters
Aim	The simple and most direct form of recognition.
Type of Award	On headed notepaper and signed by a senior manager.



Scheme	MGS HoP Commendation Scheme
Aim	The aim is to ensure that exceptional effort by MGS personnel, individually or collectively, is recognised by top level management and made publicly known to colleagues. The commendation is not intended to recognise long service. A formal announcement of the award will be made on the MDPGA Intranet and in Flashlight.
Type of Award	Framed Certificate of Commendation presented by HoP usually at a formal ceremony.
Authority	Recommended by line managers and endorsed at B2 level for approval by HoP.

By Email

For HR, Payments and Pension services

peopleservices@pppa.mod.uk

payments@pppa.mod.uk

pensions@pppa.mod.uk

For the Occupational Welfare Service (OWS)

welfare@pppa.mod.uk

By Post

For Payments and HR enquiries

People, Pay and Pensions Agency

PO Box 99

BATH

BA1 5AB

For Pensions, IT Helpdesk (DIADEM and ASTAR)

People, Pay and Pensions Agency

PO Box 38

Cheadle Hulme

CHESHIRE

SK8 7NU

For the Occupational Welfare service

People, Pay and Pensions Agency

Block J, Foxhill

BATH

BA1 5AB

How To Guide



**People, Pay
and Pensions
Agency**



PPPA Services

PPPA People Services

Link to the People Services site:

<https://knowledge.chris.r.mil.uk/PPPA/index?page=intranet>



- ◇ Current 'Hot Topics' are displayed on the home page and usually provide links to things like 'View Job Opportunities', '60 Second Digest', 'Paper Clips Magazine' and 'Online Pay Statement'.
- ◇ From the home page you can also see what popular questions have been asked and the answers provided under 'Most Popular Questions'.



- ◇ To search for something in particular enter the details in the Search box and click 'Search'.
- ◇ If you do not know what to search for you can use the links on the left hand side of the page.



- ◇ You can also view 'Useful Links' from the home page which provides quick access to HRMS, PRGs (Policy, Rules & Guidance), Forms etc.

If you cannot find an answer to your question either on the People Services site or from the relevant PRG then you should contact the PPPA.
You can do this via post, email or phone.

By Phone

For HR, Payments & Pension services
(08:00—17:00, Monday Friday)

93345 7772 (Mil)
0800 345 7772 (STD)
+44 1225 829572 (Overseas)

People Service Centre Menu Options

- 1: Pay & Short Term Detached Duty
- 2: Recruitment
- 3: HRMS Password Resets, Position Management Changes & Accessing Personal Information
- 4: Conduct & Behaviour, Equality & Diversity & Harassment & Bullying
- 5: Absence including Annual Leave, Sickness & Maternity
- 6: Pensions including TUPE transfers
- 7: Leaving the Department & Exit Services
- 8: Relocations
- 9: Other Personnel Issues
- 0: Hear Options Again

For Occupational Welfare Service (OWS)
(08:30 – 16:30, Monday to Friday)

93345 7047 (Mil)
0800 345 7047 (STD)
+44 1225 882424 (Overseas)

Amend Post Skills Profile

Step 1: Click on 'Manager Self Service'.

Step 2: Click on 'Training & Development'.

Step 3: Click on 'Post Skills Profile'.

Step 4: Enter the relevant position number in the position number field and click 'Search'. The staff members Post Skills Profile should now appear.

Step 5: Add a new row/record by clicking the plus button.



Step 6: You can now add or delete any competences, amend the proficiency levels and save as per **Steps 7—12** overleaf.

If you have any queries or questions relating to Post Skills Profiles that cannot be answered by your line management, please contact the People Pay & Pensions Agency Service Centre on:

Mil: 93345 7772
Civ: 0800 345 7772

Or email at:
peopleservices@pppa.mod.uk



People, Pay
and Pensions
Agency



HOW TO Guide



Creating and
Amending Post
Skills Profiles on
HRMS

Create a Post Skills Profile

Step 1: Click on 'Manager Self Service'.

Step 2: Click on 'Training & Development'.

Step 3: Click on 'Post Skills Profile'.

Step 4: If you are creating a Post Skills Profile for the first time click on 'Add New Value'.

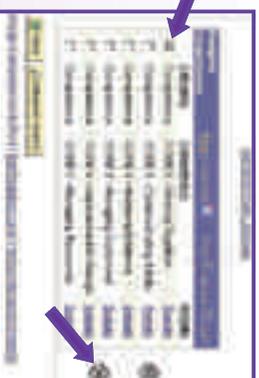


Step 5: Click the spyglass to look up the position number. A list of posts that report to you should now be displayed.

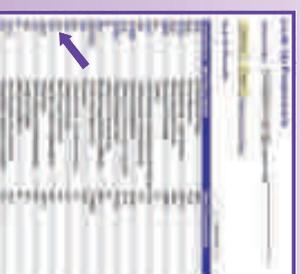
Step 6: Click the relevant position number for the profile you want to create and click 'Add' then 'Get Skills from Jobcode'.

The competences that are applicable to the Jobcode will now be displayed. Click 'View all' to ensure all competences are listed. Here you can add or delete competences (core or functional) if you think something is no longer relevant or if something needs to be added.

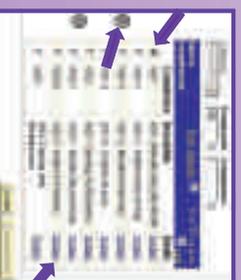
Step 7: To delete a competence select it from the list and click delete.



Step 8: To add a competence click the 'Framework' spyglass and select the competence type from the list. E.G 'GS' MOD Guard Service.



Step 9: Select the competence you want to add and click the 'add' button



If you want more detailed information on the Competences just click on the 'Details' Hyperlink.

Step 10: Click the 'Set Required Level' tab and select the level of proficiency for the competences listed by using the drop down boxes under 'Rating'.

Proficiency Levels:

- ◇ Development Need
- ◇ I Awareness
- ◇ II Practitioner
- ◇ III Expert

Step 11: Select the essential competences for the post by checking the boxes next to the relevant competences (You must have between 1 & 6 essential competences—core or Functional).

There is an option to assign accomplishments to the post but essential accomplishments can only be added if they are a legal and/or mandatory pre requisite of taking up the post.

Step 12: Click 'Save and then 'Ok'.

DOG SECTION

All handlers,

It may seem to some of you that we are treading water at the moment, what with restrictions on overtime, T & S, recruiting and training. I would like to reassure you that this is not the case. We have gone through some considerable changes over the last 18 months or so, and as sections only focus on their own problems and areas of responsibility, we would like to expand on some of the changes.

First, we have changed the licensing format (with a tweak in Jan 10) so that now the standard of handling and underpinning knowledge from all handlers has increased dramatically. This is not just us saying this, (please see the response from John Bills (CSO1) Senior Operations Manager to a question on "administration of dog sections" dated 9/08/10 on the MGS blog). In addition handler's awareness of their responsibilities under card "C" rules of engagement has also increased.

Second, the quality of new dogs coming from the DAC has increased with a lot of fine looking, young millatry working dogs actually coming to MGS handlers! This is due to the excellent relationship we have built up with the staff and Chief Instructor (CI) at the DAC with an understanding that if we don't like the millatry working dogs on offer we can reject it. A massive leap forward I am sure you will agree.

Third, following on from the work started by our colleagues in VSIT, and which we have carried forward, there are very few sections that now have below standard, non-compliant kennels, and the few that do are in the process of replacing them with JSP 315 Scale 14 compliant ones. This is a huge benefit to themillatry working dogs and handlers alike who have for years had to make do.

Fourth, most sections now have a dedicated dog vehicle, some of the larger sections have two, this was once something to be only dreamt of, now a reality for most. These vehicles are of great use and allow sections to be flexible and versatile in the performance of their duties.

Fifth, the profile of sections and handlers has been raised considerably, and dog related issues are now given the attention they deserve. The MGS dog welfare policy has been introduced. Handlers have been given exemption with regard to overtime for dog welfare and to claim TOIL if they have to attend for licensing during their annual inspection/assessment. The inadequacy of handlers' uniform has been highlighted and a new high leg boot introduced.

We feel these are positive steps forward but there is still a lot to do. Amongst the things we would like to see in the future is for the Practical Training Assistants (PTA) course to be made mandatory and have proposed the same to the MGS management board. We would like to re-introduce the use of blank firing pistols during man work sessions; once again this is being looked at and we would like a full review on the uniform of handlers and the suitability of some of the kit. We would like some extra training for all handlers delivered by the DAC in the form of refresher training or one off training when new methods or changes are introduced. We would like dog sections to be independent of gate sections to allow them to carry out their full range of duties and we would like the re-introduction of the MGS dog trials.

Please rest assured that we are continually pushing for change and improvement within the confines and restrictions currently placed upon us. We cannot always get what we want, but if you stop and think of the changes that have taken place over the last 18 months or so, you must agree that we have come a long way from the days of poor kennels, old dogs, poor equipment, and the feeling of being isolated, out of touch and unimportant. If that's not improvement I don't know what is.



The MOD Guard Service is a uniformed body with particular responsibility for the unarmed guarding and security of the MOD estate.

OUR ROLE

To provide the MOD and its Agencies with a quality guarding service which is professional, alert and well trained; that maintains the highest standards of efficiency, integrity and trust; is well informed on the threat and is capable of integration into the mix of guarding forces at MOD establishments.

OUR VALUES

As members of the MOD Guard Service we must constantly strive to act in a courteous, patient and calm manner without fear or favour whilst at all times upholding the Rule of Law. In serving the MOD and its Agencies we will monitor and measure our performance against defined standards. We will positively respond to constructive criticism, remain flexible, adaptable and willing to accept necessary change and provide value for money.

Steven Barker, CSO5 In Afghanistan

By Andrew Hutchison & Steven Barker

"we even teach them first aid drills"

Andrew writes: Stevie is presently a CSO5 based at Edinburgh Castle having moved there in February 2009 he was originally based at HQ 2 Div where he was a Dog handler and moved with some of his colleagues to Edinburgh Castle after the requirement for Dogs at 2 Div ceased. Stevie has been with the TA for some 14 years and deployed to Afghanistan in February 2010. He is presently training the Afghan Police in various skills, see Stevie's comments below. He has been married to Linda for 2 years and has 3 step daughters and 3 daughters from his previous marriage, so Stevie is well used to pressure! Amy, his 17 year old step daughter, lives at home. Both Amy and Linda miss Stevie although they don't miss the snoring. Even the neighbours have commented on how quiet it is at night now! They appreciate all the hard work he has put into his deployment, but they do miss calling him Buddha, although on his return they are not sure what to call him, as the heat has managed to get him down to 12 stone. We won't say what the Buddha was before his deployment, but their fingers are crossed that he may have stopped snoring!

Steven writes: Over here in Afghanistan we teach the Afghanistan recruits of



Rear (L to R): PC Clint Ball, PC Mike Dewhurst, Cpl Steve Barker, Insp Jane Underwood and PC Mark Ralph; Front: PC Chris Pearn, PC Jason Allsopp and PS Nick Barr.

Afghanistan National Police everything from handcuffing, baton training, theft and murder investigations, evidence handling as well as vehicle and person searching. I teach them tactics, fire

manoeuvre, Op Barma drills, vehicles mounted and dismounted drills to rifle (AK47) pkm; we even teach them first aid drills evacuation drills and more.

Message from the Editor



The Editor takes it for granted that any material received has been cleared through the relevant management chain and also that no information received is classified or commercial in confidence. Deadline for the next issue of Flashlight is 22nd November 2010. All articles must be in electronic format and all pictures

must be in jpeg format in the highest possible resolution, not embedded within the article.

Please send entries to Mrs Annita McKay, Editor Flashlight, Rm 107 Bldg 1070, MGS HQ, MDPGA, Wethersfield, Braintree, Essex, CM7 4AZ, or email me on MDP-HQ MGS CUST AND RES FOCUS MNGR, or annita.mckay776@mdpqa.mod.uk.

The Flashlight Coordinators for the Regions are as follows:

Region 1:

Area 1 - Faslane

Jo Carr BT: 01436 674321 Faslane ext 4001
Mil: 93255 4001

Area 3 – Coulport/Glen Douglas

Mags Williamson BT: 01436 674321 Coulport ext 5694
Mil: 93254 5694

Area 4 – Glasgow, Edinburgh and rest of Region 1

Marjorie Wilson & Linda Gilmour BT: 0141 224 3538 Mil: 94561 3538

Region 2: John Biggerstaff 01904 662664 Mil: 94777 2664

Region 3: Adele Sheppard, 01743 262604 Mil 94461 2604

Region 4: Lil McGarrity, 01303 222082 Mil 94281 2582

Region 5: Shona Stewart, shona.stewart795@mdpqa.mod.uk
Mil 94331 2305/3602

London: Miss Mel Cole 0207218333 Mil 9621 83333

Getting to know you

Continuing our regular look at individual MGS team members

NAME: Gajendra Bahadur Magar
JOB TITLE CSO5/E2
LOCATION (MGS) MDPGA HQ Wethersfield



Where were you born?

I was born in one of the remote village of ILAM District in Nepal. This village is situated in the most eastern part of Nepal.

Tell us about Your family?

My parents and oldest sister have passed away already. Two sisters and two brothers live in the village where I was born. I have been happily married to Mrs Januki for 31 years. We have never had any trouble in our relationship even though we had an arranged marriage. We have got three lovely daughters and one son; They are all grown up. My second daughter has been married to a Gurkha soldier for ten years and we have got two very lovely grandsons.

Where did you Spend your Last holiday?

I spent it in Nepal but that was not my holiday that was compassionate leave to see my Mum because she was very ill at that time. Most of my leave was spent in the Hospital looking after her. Eventually she passed away and I will never be able to see her again in this planet.

Where would You like to Travel in future?

Hong Kong because I would like to see the places again where I had played for six years when I was in the Army. I love Chinese Sea foods.

What is your favourite book?

I hate reading any book because if I read anything for a long time I feel sick. I have had this bad impression since I had to do the two major carrier courses in the MILAN System during the Army. During those courses I had to prepare three lessons a day to teach about the

MILAN System, Battle Procedure, Soviet Tactics and world's Tank Reconnaissance. At that time I had to read pamphlets word by word, sentence by sentence to learn them by heart due to language barrier and technical words to be pronounced during the lesson. Therefore I normally don't read any book but sometimes I read geography books to be able to know about various countries in the world. Especially about economics, traditions, people, flora and fauna.

Do you have a favourite quote or saying?

Certainly I have got something to say to MOD, with honour, that I very much appreciate them for employing me as a MGS Guard. This is a big help for me and it will never be forgotten in my life. I am really pleased for it and enjoying it very much.

When you get the chance, how do you like to spend your free time?

I spend a couple of hours doing physical exercises, some hours for gardening and most of the time, watching television, especially sports. I love watching, ladies' tennis, boxing and football but hate to watch rugby and cricket

During your career, what would you consider as the most interesting job, and why?

I enjoyed very much my time in the Army but my most interesting job was Security Officer in the Cruise Ship because I had an extraordinary opportunity to see around the world. I have visited most of the world including

Caribbean's

Islands, Bahamas Islands, Alaska and Hawaii. Home ports were in Miami, California, Boston. Mostly I enjoyed the brilliant foods, working with 150 different people, viewing lovely sea creatures and talking with lovely ladies. I had an absolutely fantastic time. I worked with Norwegian Cruise line from 2000 to 2005 as a Security Officer after retiring from the Army

If your house was on fire and you could save one thing, what would it be?

That would be my Rolex watch because I love this watch very much and I normally do not wear it, in order to prevent from damaging and getting old. I always keep it in the secret place and I wear it some time in special occasions.

If you could invite two personalities to dinner, one male and one female (dead/alive, real or fictitious) who would you invite and why?

They would be the Prime Minister D. Cameron and Joanna Lumley because if the Prime Minister had come at my invitation, I would ask him why the British Government has not been listening and considering about the Gurkhas issues regarding the equal pension which has been recognised in the parliament for a decade?

“If Joanna Lumley had come at my invitation I would give her a big thank with the big Honour”



If Joanna Lumley had come at my invitation I would give her a big thank with the big Honour for her hard work over the Gurkhas' campaign. If she had not fought for us, we would not have been allowed to come here to live yet.

Suppose I gave you £100,000 to spend on whatever you wanted what would you buy?

I would buy a nice detached house because I would like to have own my house as soon as possible. I do not want to waste my money paying rent.

What talent would you like to have?

To be a powerful politician, because in current situation, my native country has desperate need of a real politician, who wants to sacrifice for the country and for the desperate people, in order to lead the country and restore a democracy Government.

What do you most enjoy about your job?

My work place is as a focal point where everybody passes through whether to work or off work. Visitors, deliveries and also the people for social journey therefore I am being able to speak and laugh with them every day whilst I am on duty, which energises me for working pleurably. Most of the senior officers are extremely friendly and fabulous.

My illustrious career



By Dave Lickman CSO3 Group Manager

Back in 1992 I took up a post of Civilian Watch keeper at 11(ATT) Instow in Devon after moving house from Hertfordshire. I wore a grey suit then and worked a shift pattern of 7 consecutive shifts. If you were rostered on at the week-ends you could actually earn £132 per week. With the formation of the MGS we were suddenly given a smarter uniform, sent on a foundation course at Winchester and became non-industrial civil servants. My pay almost doubled and I was very happy with my lot.

One day I decided that I was too young to retire here in Devon and as the chance of promotion was very slim, the CSO4 posts usually went to more senior staff in those days, I applied for a post with the CGSU (G) in Germany in 1998 as an armed CSO5. I got through the initial interviews at Wilton and a few weeks later went out to Rheindahlen for final suitability interviews and fire-arm training and testing. I was selected and 6 months later I found myself moving house to take up post. The CGSU (G) being an armed organisation paid a £60 per month arming allowance, COLA and London RRA. I lived in a 2 bedroom house in Monchengladbach rent and services free, purchased a new car every year and everything I bought was tax free. I enjoyed my 4 years there making good friends and gaining experience.

On my return to the UK in 2002 I was successful in gaining a post as CSO4 at BRNC Dartmouth. Again this was a very enjoyable post working at the RN College. When on shift I stayed in the "chiefs' mess" and took my rest days at home. I got a taste for advancement and 10 months later succeed in my application for CSO3 Group Manager of the UKHO/11(ATT) Group. I was interviewed by John Bills so it's all his fault.

A few years later the immortal

Mark Gosling retired as Area Manager and I applied for the vacant C2 post at Exeter. Again I was interviewed by John (I did warn you) and was promoted and took up post in 2006. After 18 months the economic climate took a down turn and it was costing me £250 a month just to go to work so I voluntarily reverted and once again took up the vacant post of CSO3 at 11(ATT)/UKHO Group in 2008. I travelled daily the 60 miles from Instow to Taunton in the Group managers' car and in February 2009 the inevitable happened. A lunatic driver collided with me and 4 others on the M5 in the snow. I got shunted in to a 44ton truck and this resulted in a broken pelvis, broken Femur, cuts and bruises so I was off work for 6 months. I returned with a stick just in time for PR09 and what with that, reduction of CSO4's at UKHO, shortage of staff and endless audits I have been a little busy.

I will miss all my colleagues and it has been interesting and challenging being a part of this organisation. I did think about working on (for about 10 seconds) but it's time to go and leave it to the young thrusters in the MGS.

I'm on leave from September 2nd until my last day October 6th 2010. I will be re-building my Garden Railway (big boy's toy) and I am going to tour European Battlefields of WWII, a hobby I took up whilst in Germany.

Thanks for a great time and all the best to everyone.



UK WESTBURY 2 WESTBURY USA

Reflections of a Scout Expedition to America

By David J Smith CSO5



It was one of those pinch yourself moments; was I really sat here, 35,000 feet up in a Virgin Atlantic 747, on route to JFK International Airport in New York? But how did this all come about?

In late 2009, I was persuaded to look into becoming an adult volunteer for our local scout troop, the 1st Westbury Scout Group in Wiltshire. The scout movement is having a major resurgence of interest with numbers increasing monthly. But they need adult volunteers to help make it work, without them those youngsters wishing to join have to stay on the waiting lists.



After just a few weeks involvement, I was asked if I would like to become a 'uniformed' leader and so, after some straight forward formality, I was invested. I, like a lot of my generation, had been a 'Boy Scout' back in my teens and can remember, with amazing clarity, the great enjoyment I have had in scouting; even representing the London District at the 1963 World Scout Jamboree in Greece back in the days before colour! The present day Scout Movement is a modern, forward thinking organisation that maintains a vibrant and balanced programme of training, activities, events and, above all else, adventure! These days it includes girls as well as boys, but throughout it holds dear to the ideals set out by its founder, Lord Baden-Powell.

1st Westbury Scouts do things the traditional way. On camp there are no mobile phones, (*except leaders for safety*), no iPods, no TV or radio no electrical devices at all. We cook over wood fires, lit and maintained by the scouts themselves, (*no calor gas for us!*). It's

surprising how many ways there are to burn a sausage!! The scouts also do as much as they can for the community they live in.

It was early 2008 that the 1st Westbury Scouts decided they would go to Westbury Long Island, New York to take part in the Boy Scouts of America (BSA) 100 years celebration. And so there started months and months of fund raising. The mission, "UK Westbury 2 Westbury USA", raised a staggering total of £20,000 by hard work and endeavour by the scouts themselves. The expedition was to last 10 days; would consist of 14 young people with ages from 8 – 15 and 5 adult leaders to act as mum, dad and scout leaders. For many this was to be their first flight in an aircraft and also their first time abroad; along with tearful departure, homesickness and general travel sickness, this had all the makings of a really 'interesting' time but fortunately, there was no bad incidents of this kind and only 'minor missing of

mums' by one or two that was quickly dispelled with the prospect of the next adventure activity!

On arrival at JFK we had before us a very full itinerary of visits and activities, but it was the heat and humidity that really hit us, and it would be a major consideration in all that we planned to do; by way of describing what it was like; the temperature during the night-time in NY was about the same as a really hot day in UK!

After collecting our two rental minibuses, loading all and everything on board, we headed off to our booked motel to spend our first night stateside.

Let me explain that 'head counting' was an essential procedure that was carried out whenever we stopped, moved, got on something or off it again, went up or down, in or out of anything and everything; most days it was carried out over 100 times. Imagine the situation if we had to tell a parent that their little scout son or daughter was somewhere in the 'Big Apple' having been left behind due them getting lost not good!!!!

The next day, (after a typical all American breakfast AND having to take one scout to the hospital due to him head-butting the 'fender' of one of the minibuses I'm sure they do it just for attention!), we were taken by our hosts; Troop 233 Westbury BSA, to a variety of events that had been put on especially for us.

First up was the local mounted police unit on Eisenhower Park where they showed us around their stables and then put on a display; then it was off to visit the US Postal Service where some stamps had been commissioned especially for our visit; then it was the turn of the Westbury Fire Department and a chance to sit on their huge fire trucks; next it was the Mayors Office and Chambers and finally a hot and exhausting walk around Westbury itself.

Later that evening we made 'camp' at Schiff Scout Reservation, Wading River, Long Island. This is a BSA owned, 440 acre wooded wilderness site that was excellent for our kind of needs. Vast open spaces with natural forest, good tracks, 30 acre lake and plenty of facilities such as fishing, archery, shooting, trekking and for getting lost in. There was also the Rangers Trading Post where ICE CREAM could be bought! After sorting ourselves and the campsite

out, we went to bed, (or rather just laid on top of our sleeping bags as it was far too hot to get inside them), and slept.

The next day started 2-3 days of visits and events. We went to the former home of President 'Teddy' Roosevelt at Sagamore Hill and were treated as honoured guests, (Teddy Roosevelt was a driving force in American Scouts), they arranged for their re-enactment 'Rough Riders' to meet us, (all looking like John Wayne in 'She Wore a Yellow Ribbon'), and President Roosevelt himself in the guise of a re-enactor who played the part perfectly, by far one of the highlights of the trip. We very quickly got into the American way of eating, and no opportunity was missed to have some form of fast-food with the usual gallon of coke!! To say we were well looked after would be a gross understatement; from BBQ's at some ones home to a full function celebration dinner in our honour, we were truly made to fill welcome and special.

We visited New York City on two days, travelling there each time by train from Ronkonkoma LIRR to Penn Station, NY, (Ronkonkoma is Algonquian Indian for Fishing Place).

New York is amazing! Just awesome!! Living ourselves in what is a typical English rural town, we were dwarfed and staggered by the size of the skyscrapers which appear not to have any limits and yet down at ground level, in the daylight,

there is much to fault. But this is New York and it is a city that never sleeps and is vibrant in all that it does. We of course did EVERYTHING that you are supposed to do and see when visiting NY. We used the sub-way to get to different parts of the city but mainly we walked ... and walked and walked and I think we just about saw EVERYTHING. Seeing the view from the top of the Empire State Building is a must, but book well in advance to save queuing for hours; the same goes for the Statue of Liberty, we took the harbour ferry tour which the scouts thought was 'wicked' !!

Much to all the leader's amazement and surprise, we didn't lose one scout in New York, even if by the end of the second day we may have wished we could have done! (joke honest!).

Back at the Reservation we hosted a 'Camp Fire' evening for some of the American scouts who had helped us on our trip; managing to teach them some good old UK Scouting silly camp fire songs with actions they loved them! The evening was rounded off with a BBQ and pledges to keep these new friendships alive, (mainly by Facebook and the Web no doubt!).

The next day we broke camp, packed personal kit and the scout kit, (we had brought tents, cooking equipment and other camp kit with us from UK) loaded

Continued over ...



up the minibuses and, in the words of the trail boss, Gil Favor in 'Raw Hide' we, "rounded them up and moved them on out", but in this case, to JFK Airport.

A good flight to Heathrow; onto our own minibuses and down the M3 to Wiltshire; surprise homecoming welcome from mums, dads, family and friends; tears and hugs all round, last head count - yes all present and HOME.

Impressions:

America was the one country I had never been to and the one I really wanted to visit, and so for me this was a 'trip of a lifetime'.

I found the American people friendly, helpful, polite and interesting. I can see why it is known as the land of opportunities for those willing to 'go-for-it'.

Speaking a form of English, (*sorry!*), it makes shopping and getting about so much more pleasurable. I had a lovely situation in a store where the young female sales assistant asked me to repeat what I had said as, "*you speak so English!*".

Driving a left-handed, 12 seat huge minibus in New York and on the Highway was nerve racking but such an experience. I will never moan about British motorways or drivers ever again well, not until next month anyway!

Eating massive cheese burgers with everything on with one hand while holding a huge carton of coke with the other was fabulous, as was eating out in NY; particularly at Frankie's Pizzeria in Little Italy or Ben's Sandwich Bar, (how do they get so much food between two pieces of bread?), memorable.

Would I go back?
My bags are already packed!



Post-Script:

Scouting today is a modern organisation that holds true to its original traditions. Scouts are taught to follow the 'Scout Promise and Law', something we could all reflect on. It is not an old fashion organisation but one that believes in encouraging youngsters to have fun, to learn and to develop social and individual skills to help make them better members of the community.

And you can play a part. We all have something to give that would benefit scouts, scouting and yourself. The rewards for you will be amazing. Just make contact with your local group, they will welcome you with open arms and who knows, it may be YOU sat on a flight to some far off adventure.

David Smith CSO5 Army
Officer Selection Board
Leighton House
Westbury, Wiltshire



Thank you for a job well done



Snowy the P.A.T dog stands steadfast and proud at the main gate JSU Lichfield

By Paul Evans Group Manager
Joint Support Unit Lichfield

Here at DMS (Defence Medical Services) JSU Lichfield, Whittington Barracks, the MGS prides itself on providing a first class un-armed guarding service. The Dog Section, under normal operational circumstances has 3 P.A.T dogs; however the strength at the time this photo was taken was 2, so the handler had to improvise and bring out Snowy, the coolest patrol dog the Agency has.

Snowy's handler, Brian Perks, is on duty with him at the main gate to the site; as you can see Snowy is very keen and always remains frozen to the spot, he is 100% obedient, and will never flinch under any circumstances. Snowy was very excited because he saw a picture of his previous handler CSO5 Chilly in the last edition of Flashlight issue 36 page 6. Snowy is now taking a well earned break with his creator Mr Dawes CSO5 in Iceland.



Colleague Retires after 42 years in Uniform

Mr Paul Evans MGS Manager, JSU Lichfield

Royston James Wood commonly known as Chippie retires in December after a combined service of 42 year in both the Military and Civil Service. Chippie's career began in 1966 when he enlisted into the Gloucestershire Regiment having served 22 years. His service took him too many destinations such as Berlin, Italy, Belize, Cyprus and Northern Ireland; it was during this tour that he met his lovely wife Rose.

Chippy completed his 22 years service then left to pursue a career in civvy street, he settled down in a small village called Elford Staffordshire from there he found work in a electronics factory. It was during 1990 he saw the job advert for a patrol man at The Prince Of Wales Division; Whittington Barracks, for which he applied and of course was successful, he has been with the MGS ever since. Chippy is a happy go lucky character who will be sadly missed for his warped sense of humour and his very irritating laugh, and of course the close camaraderie he had with all his colleagues and friends. We wish him and his family all the very best for the future and of course to Chippie himself a well earned retirement.



Above and Beyond

By Tony Jackson Hd of G&STC

On the eve of the 2010 MDP SPO conference here at Wethersfield Tony James, CSO4, was covering the 0600 – 1400 day shift. As the supervisor for the site Tony had placed his team at the required posts to complete the security requirement for HQMDPGA when unforeseen circumstances reduced both his staff and that of the pass office to such a level Tony was left alone until 1800hrs when his night shift colleague arrived for duty.

Tony was now faced with what is now a familiar problem – “I’m alone, no relief staff until 1800hrs and I’m due to complete my shift at 1400hrs. What do I do for the gapped 4hrs?”

After consulting with line management Tony volunteered to cover the shortfall until such time the night shift arrived. In addition to this Tony covered access and egress, including the booking in of visitors that would normally have been completed by the pass office. Most in the MGS would agree the booking in of visitors is “our” job however on this day his customer base was to include all the attendees for the MDP SPO conference, VIP visitors and support staff, a little more than the norm one would suggest, without a break or support!

On hearing about this, I spoke with Trevor McKinnon, MGS B2 (CD&C) who gladly endorsed my recommendation of an award for Tony under the Minor Award Scheme, for the efforts and conscientious decision he took, without payment, to assist this HQ in meeting, greeting and directing customers and visitors alike.



I do not believe Tony is the only member of this organisation that completes tasks and additional works to aid the department and more people should be nominated for such Awards or MOD Guard Service Commendation Scheme. I believe Tony fully deserved the award.

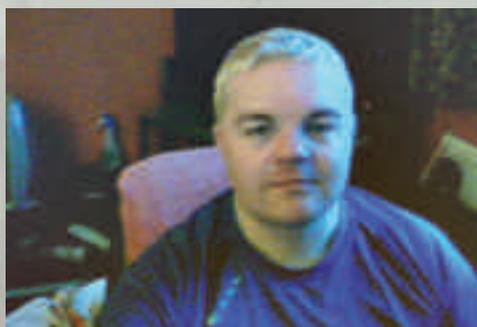
A Poems written and composed by
Glenn A. Welch (CSO5)

“The Touch of an Angel”

*Your eyes are like the silver stars that
glide above my bed,
your golden locks are the ancient
fleece of which i caress upon your head.*

*From the deepest greenest oceans to the
most serene mountain high,
your beauty is as infinite as the
clearest, bluest skies*

*To witness all gods graces you are the
most precious jewel to me,
from now until forever inside my heart
you'll be!*



Our Granda

*You were a person with a wonderful smile,
a unique man full of integrity, and style.
Throughout all your years alive on this earth,
you watched us grow from the day of our birth.*

*First it was alan, then aileen, then me,
not the musketeers, but the terrible three.
When we were tired you'd sing us to sleep,
with that beautiful voice which made our mum's weep.*

*As we all went through those awful hard times,
you would cheer us up with your funny old rhymes.
Now you have gone , there's only one thing to say we shall
love and remember you each and every day...*

MGS Participation in the MOD Sports Day

By CSO4 Ken Orchard Aldershot Garrison

On the 2ND of July 2010 the MOD held its annual Sports Day at Bath University. Aldershot Garrison sent its first ever competitor CSO5 Chris Adams.

Chris competed in the Athletics category which was the long jump, high jump and 4 x 400m race. The standard of competitors was high and we are

pleased to report that Chris received a Silver and Bronze Medal.

Chris also had the opportunity to team up with other members of the MOD and participated in team building activities.

The weather held on the day and Chris commented on how well the event was organised. A full range of activities were

held on the day which included football, rounders, hockey and swimming. Of particular interest was the gun team building and tug of war.

Chris thoroughly enjoyed the event and recommends that other MGS officers 'get their PE kit on' and get out there for next years' event.



MGS Team Blog

MGS now has a Team Blog and you can access it by going onto the Defence Intranet, click the Teams tab, then Team Blogs and finally MGS Have Your Say.

On this page there is a link to the MGS HQ Mail box where you can have your say, ask questions of MGS HQ, make suggestions etc.

The MGS HQ mail box is checked daily and if you haven't got e-mail access, please send your questions/suggestions in hard copy to me at the address at the bottom of this article.

Questions, suggestions etc, are forwarded to the relevant subject matter expert for a reply. Both the question and answer are then published on the team blog.

This is still quite new but already members of the MGS have participated and had responses. Those of you who are sceptical, give it a try and you may well be surprised.

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