

Maritime & Coastguard Agency Survey & Inspection

News and updates on the changes in the way we work Autumn 2018

Chief Executive: Sir Alan Massey



As some of you will know, I will leave the Maritime and Coastguard Agency at the end of October

2018. I'm delighted that Brian Johnson has been appointed as the new Chief Executive, and I know he'll enjoy the trust and support of both our own workforce and the many customers and stakeholders whom we have the privilege to serve. I have loved the eight years I've had here – generally challenging; occasionally perplexing; always rewarding.

The MCA has had to transform itself several times over to keep up with the times and – especially – to meet the modern expectations of our customers and the public. This has been the case for HM Coastguard, the UK's search and rescue helicopter capability and for the UK Ship Register.

You'll also be very aware of the substantial changes currently under way in our front-line services in vessel survey and inspection. What had previously been good enough was simply failing to match the high-paced, just-in-time needs of the 21st century. More to the point, from my perspective, the Agency was struggling increasingly to recruit and retain the most vital element of all – a dedicated cadre of marine surveyors, along with their technical and administrative backup, with the very high levels of competence, professionalism and customer care that the MCA badge demands.

The Survey & Inspection Transformation Programme was conceived to address these problems head-on, requiring completely new approaches to our systems, methods, training regimes, workforce deployment models, and – extremely important – the terms and conditions of employment for our staff. At the heart of every element of this programme has been, and remains, the quality and responsiveness of the services we provide to you.

I won't pretend that we've reached the end of the road, nor that everything has gone precisely to plan. That is the nature of major corporate transformation. I do hope, though, that, as the changes are implemented, you will notice a more responsive and available surveyor workforce; slicker processing of records and certificates; more timely, accurate and consistent advice to you as owners and operators; and a better customer experience all-round. And, of course, no diminution of our world-renowned standards for quality, safety and dependability.

There's more to do, still. The SITP team are determined to get to the finishing post with the vision intact, the practical changes firmly embedded and our teams on the ground fully bought in. As always, getting everything right will also need continuous and constructive feedback from you, so that we can tune the detail to meet your needs: please do keep that essential information flowing in.

It genuinely has been a pleasure and privilege to serve you all. Thank you for your support, and very best wishes for the future.

News from here

Katy Ware

Director



'Since the last Newsletter we have been busy running recruitment campaigns modernising our new Marine Office network, testing our new electronic certification and on line booking system as well as awarding the new telephone customer satisfaction contract. The digital customer questionnaire is proving invaluable in helping us identify where we need to focus our efforts, I am keen to get the telephone survey launched so that we can hear even more feedback from our customers, progress on this will be covered in the Winter Newsletter.'

Tom Elder

Assistant

Director North



'In December 2018 I will be retiring from the MCA after many years of service. My replacement has already been selected. Fraser Heasley, Technical Manager at Glasgow Marine Office, will take on the role when I leave and we are already working together to ensure a smooth and timely handover. I am extremely proud of what we have achieved so far and wish Fraser all the best in his new role.'

Anthony Heslop

Assistant

Director South



'The recent external surveyor recruitment campaign attracted well over 100 applicants, across the three disciplines, and assessments start at the end of September. As previously, the calibre of the applicants was very high and this gives me a great deal of confidence that our surveyor workforce will move from strength to strength as new entrants complete their training and take on their new roles.'

What's Next...

Plymouth Marine Office

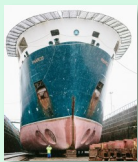
Plymouth Marine Office is currently in the process of moving from Endeavour House to a new facility in Oceansgate. Although every effort has been made to limit disruption to the services Plymouth MO provide, we encourage customers requiring a counter service to call ahead before travelling. Telephone and email contact details for the office are unchanged.

Orpington Marine Office

Operations at Orpington have now transferred to Colchester. Details of this change including address and contact information can be found in MIN 578.

Aberdeen Marine Office

Aberdeen Marine Office will be undergoing refurbishment works in the coming months and we encourage customers requiring a counter service to call the MO before traveling.



Future Assistant Director North: Fraser Heasley



By way of introduction, I am Fraser Heasley, the Technical Manager at Glasgow Marine office. I have worked for the MCA since 1998 in various roles

within the Directorate of Maritime Safety and Standards.

Later this year I will be taking over from Tom Elder the Assistant Director - Survey & Inspection North. Tom is due to retire and I am lucky enough to have the opportunity to be taking on this role.

When I do, I will be responsible for the operational and business delivery of the survey, audit and inspection re-

gime in my area which includes our Marine Offices based in Hull (Beverley), Liverpool, Glasgow, Belfast and Aberdeen.

One key aspect of this role will be to drive forward the Survey and Inspection Transformation Programme, ensuring that we deliver the required improvements to enable the Survey and Inspection Community to deliver high-quality services to you our customers.

I am very much looking forward to getting started and continuing with the great work that the Assistant Directors and Marine Offices have made so far in implementing the Survey and Inspection Transformation Programme.

These are exciting times and I am working very closely with Tom on handover arrangements, which will include a number of visits around the Northern MOs to ensure my transition into the AD role is a smooth one.

Customer Feedback Survey

As you may be aware an online customer feedback survey was launched in April with the aim of helping the MCA understand what we're doing well and where we can improve to provide you, our customers, with excellent service.

So far, the feedback we have received is very encouraging. You want to see an online booking system for surveys and oral exams; you've highlighted that there are not enough resources to meet your needs; the processes are outdated and these, and other areas, we are addressing as part

of the programme. We look forward to being able to provide you with an even better service as we recruit and train new individuals as well as develop, test and introduce an online booking system.



In September we will be launching a telephone survey which, alongside the online feedback survey, aims to capture as much input from you as we can. As always we will keep you informed of changes and developments as they occur through this quarterly newsletter.

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The next newsletter will be out in Winter 2018. If you would like to amend your contact details, add colleagues to the newsletter to the distribution or have general feedback, then please email us.