

Flashlight



The Newsletter of the Ministry of Defence Guard Service

Issue 36



MGS Turns Silver Into GOLD

July 2010

Presentation of The National Security Inspectorate Gold Standard Certificate to The MGS

By Sandy MacCormick, Head of Profession

After a great deal of preparatory hard work by a large number of our staff, the MGS achieved the NSI Gold Standard earlier this year. On 9 June 2010, on behalf of the organisation I received the Gold Standard Certificate from the Chief Executive of the NSI, Mr Andrew White CB, in a short presentation ceremony held in the Main Building in the presence of the Agency Owner, Ms Susan Scholefield CMG and the Agency Chief Executive and Chief Constable MDP, Mr Stephen Love.

The NSI's mission is to raise standards in the security and fire industries in the interests of the customer, believing that every customer, whether a large commercial organisation or an individual householder, is entitled to receive a professional service from security and fire companies. The NSI considers the threat to every customer to be the long-term undermining of standards by poor performers, therefore it seeks to separate the strong performer from the weak. NSI approved companies must prove their competence on an on-going basis so that high standards are maintained.

You will know that the MGS had held the NSI Silver Standard for many years. In late 2008/early 2009, we decided that we should now push for the Gold Standard. This standard is about improving processes and achieving consistency throughout the organisation, something that was, frankly, a bit lacking in our geographically widespread MGS. But improved processes and a consistent approach are not ends in themselves – the point was to improve our management of the business with the aim of delivering the best possible unarmed guarding on the ground. With my Senior Operations Manager, John Bills (CSO1), leading the way from Wethersfield, the Regional Managers and their teams swung into action to put in place the standard set of forms and proforma we needed. John also

led on the production of the MGS Quality Manual, a crucial document enabling us to reach the Gold Standard and having it awarded to us by the NSI. To complete the process and consistency picture, the new MGS Operations Manual is being compiled steadily section by section; the finished product will be shorter(!) and more operationally focused than the present MGS Manual. While each of our Regions has worked hard on this project, it has been the Operations team at Wethersfield that has driven the process along and liaised consistently with the NSI. John Bills and MGS Operations Manager, Dave Fairbrother (CSO2), are to receive a well-earned CTLB commendation for their hard work throughout.

On the day, we gave a short briefing on the MGS to Andrew White, concentrating on the improvements we are making to the professionalism of our organisation. Acknowledging that the professional delivery of unarmed guarding was the key component for the MGS both to provide value for money for the Department and to become more competitive with commercial guard forces (CGF), we described our programme of Foundation Training with its Security Industry Authority (SIA) licensing module, retrospective SIA training for MGS staff who had not had it during their foundation training, supervisors' training and management training. We also outlined the joint commitment of MGS management and MGS trade unions to conduct training for local TU representatives.

Mr White agreed that the point of all this personal professional development, supervisory and management training was to make general improvements in the way in which the MGS was able to deliver its security product on the ground. He said that to achieve the Gold Standard an organisation had to meet all relevant British Standards and had to achieve the ISO9001:2008 quality management standard relevant to the security guarding industry. He said:



Photographs Neil Parry



"So, you've got to meet those two key criteria and then, just to put a twist on top, my organisation adds on some other criteria that we think a good guarding service should have and if you meet all three then you get that award at that standard. That's probably the simplest way of describing it. For an organisation such as the MOD Guard Service to have achieved this standard is pretty rare, because all the commercial guarding organisations in the UK have a commercial imperative for doing it. Potential customers will not entertain a bid for their business unless the commercial security company concerned has achieved NSI Gold. But there is no commercial imperative on the MOD Guard Service. They have achieved this standard out of a desire to use it as a vehicle to raise their own standards and show that they mean it. That is why something like this gets greater admiration from me and why I'm more than happy to come along today to present this Certificate."

After the briefing I took Mr White to meet Susan Scholefield. Susan has taken a keen interest in the MGS's progress toward achieving the Gold Standard and was delighted with the news that we had achieved it, calling it a very welcome piece of completely good news. She was most generous in her congratulations and said to John Bills:

"I know just how much hard work has gone into reaching this standard. Knowing them as I do, I would have expected nothing less from the Guard Service. Well done to everyone involved in getting the MGS to this pinnacle."

Next came the presentation of the Certificate, for which we were joined by a few of our Main Building team who could be spared for a few minutes. The group posed for photographs and generally admired the Certificate. Steve Love said:

"I think that this is an absolutely outstanding achievement by the whole of the MGS, because this is the Gold Standard for commercial guarding companies, blue chip guarding companies, international guarding companies and the public sector – there is no higher standard, and we've got it. It has taken, you could say, 18 years for the MGS to reach this stage, having been founded in 1992 and brought together in 2004 within the MDPGA for the express purpose of driving up professional standards, creating a coherent and viable guarding organisation. There is no more tangible proof than this that we've done it. I think this will be of enormous value to me when

I'm out and about, promoting the guarding side of the Agency. I think it would be fair to say that this is the biggest single corporate achievement of the Guard Service since its foundation."

It was good to be able to bring together a group of people (albeit a small one) involved with our organisation, from the most senior to the most junior, to witness the presentation of the NSI Gold Standard Certificate by the CE NSI. The achievement of this standard is momentous for our organisation, a real milestone in our professional standing and reputation.

Of course, we must now make sure that we retain it! It's not automatic. To that end, we have instigated a programme of internal audits by managers trained to do so that will constantly ensure that we are maintaining our standards. Our internal auditors will also make sure that we are ready for the external audits performed by the NSI annually. But it will only be by the efforts of every member of the MGS to maintain our highest professional standards, day after day often in extremely trying circumstances, that we will succeed. We can and ought to congratulate ourselves on achieving NSI Gold – let's equally make certain that we continue to deserve those congratulations.

And that's down to every one of us.



MGS HQ ROADSHOWS IN THE REGIONS

For two busy weeks in April, a small team from MGS HQ (David Wray, Sandy MacCormick, Marc Shreeve, Trevor McKinnon, John Bills and, for the first week, Andy Murphy) travelled round the country to give briefings to each Region's managers. We were delighted that most events began with the presentation of Head of Profession Commendations to guards for exceptional responses to unusual events, including the apprehension of an escaped prisoner, and someone suffering a heart attack (see p. 10). The sessions concluded with a Q&A session and will be available on the Intranet.

The key message of the sessions was that the Department is in difficult times, and the MGS perhaps particularly so; there is much uncertainty about the way ahead; but it is vital that everyone in the MGS continues to deliver the best professional service possible in the circumstances.

Sandy and David set out the context for the MGS. The briefings were before the election, and at the time of writing this note it still wasn't clear who would form the Government. But any set of Ministers faces a pressing need to reduce public spending, which seems bound to mean a cut in the defence budget. The Strategic Defence and Security Review (SDSR) should provide a framework for making coherent choices, but it must be likely that it will result in fewer bases, and thus fewer sites needing guarding. Other studies associated with the SDSR include one on civilianising military posts, and another, under Gerry Grimstone, seeking to reduce the headline number of civil servants. One possible option is to move support services, which could include the MGS, into a government-owned company, with a view to progressive efficiency gains and the eventual sale of the company as a whole.

Studies into security also continue, with the aim of finding a policy that yields acceptable protection at an affordable cost. The current approach is for the Defence Security (Def Sy) branch in Main Building to work collaboratively with the TLB Principal Security Advisers (PSyAs), the TLBs having rejected a more directive approach with Def Sy setting requirement and resourcing because TLBs felt they still held the risk. Key elements will be identifying sites which really need armed guards; and also sites that don't need to be guarded at all. The Navy, Army and RAF TLBs' wish for their sites to be guarded entirely by the MGS, in both armed and unarmed roles, have also recently gained greater prominence.

But while that work goes on, we are left with a requirement by customers for services that exceed the funding available to deliver it, following the PR09 cut. That means (with the exceptions of repayment sites, extra customer funding and the possibility of a little central relief) we will have to continue with strong constraints on T&S, with essentially no overtime, and with no replacement of staff as they leave, throughout 2010/11.

The prospect of outsourcing the MGS to a contractor has receded, as a result of David's work showing that it would

cost more to do so. Put simply, the law (TUPE[†]) says that MGS staff would have a right to transfer to the contractor with the benefit of all their existing terms, conditions and collective agreements, and that the contractor must offer a stakeholder pension.

On that basis, outsourcing would be worth considering, but the Government has made three additional policy commitments. First, the contractor must offer a final salary pension as good as the Civil Service one (cost to the contractor, about 40 per cent of salary); second, civil service pension credit must be transferable to the new scheme day-for-day (cost, £30-100k a head); and third, new staff must be employed on the same terms and conditions, but with a stakeholder pension (the two-tier workforce agreement), when otherwise they could have been on the usual industry pay and conditions.

However, the new Government might abandon those commitments; or it might close the final salary pension scheme, which would remove the effect of the first two commitments. And it would certainly be worth competing new work (completely new requirements, or tasks currently undertaken by MGS or Regulars) where neither TUPE nor the policy commitments would apply. In such a competition, the MGS can offer "Quality Guarding at a Fair Price". That will beat any contractor's "Poor Guarding with Lots of Profit", but not a loss leader or, probably, a taut competitive bid.

At the time of the briefings, the withdrawal of Agency status was a reasonable prospect. It wouldn't have made much difference to the MGS in practice; and now it seems likely that there will be no change in this financial year. There is also talk of disaggregating funding to the TLBs (ie the Central TLB giving back the money for guarding to the TLBs), but that too wouldn't make much direct difference to the MGS.

Marc discussed current operational initiatives. He started with some really good news that was the achievement of the NSI Gold standard (see p. 2). He described how, by managing consistently, the accreditation can be maintained and about the development of an internal audit programme. The audits are designed to help managers in maintaining the standard and are not in any way an attempt to catch anyone out or vehicles to blame managers for poor performance.

The CSO4 review has moved to the 'post mapping' stage, which allows managers and, crucially, all those directly affected, to make their input. Managers will be provided with detailed guidance to enable them to understand their role in the process. The general roll-out of the alternative roster has been delayed because of the financial measures, and the provision of shift CSO3s in garrisons is being reviewed for affordability for the same reason.

The increased use of day workers remains an aspiration, and will be considered whenever recruiting is (exceptionally) permitted this year. We plan to negotiate a shift-working

[†]The Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246), implementing the European Acquired Rights Directives.

collective bargaining agreement with the TUs, which will set out the agreed interpretation and application in the MGS of Departmental policies, as well as updating the Flexible Rostering Agreement.

It is MGS policy that there should only be one manager on call in each Area. The budget includes funding to resume limited out-of-hours visits by managers, and an instruction will be issued shortly. Long Term Temporary Promotions (LTTP) are being reviewed to try to reconcile the Departmental policy that LTTP should not last longer than three years with the Departmental policy that posts should not be advertised when their future is uncertain. If posts have to be advertised, it is clear that incumbents will be able to apply for the posts.

Trevor described the continuing workload of discipline, harassment and grievance cases. It had been agreed (finally) that entry medical standards for the MGS should be the same

as for the rest of the Civil Service, with colour perception tests and hearing tests for all potential recruits who might be employed at flying stations, and in dockyards. A "Chip and PIN" system allowing access to HRMS from home computers was about to be rolled out. An Action Plan following up the results of the MOD "Have Your Say" survey was being finalised, and the MGS Core Values were to be reissued.

Training was a great success, with the Managers' course running well, the Supervisors' course getting under way, and joint training with the TUs beginning. Conciliation skills training for managers had run well, SIA training, which was mandated from 1st April 2010, continued to be delivered both locally and at Wethersfield and a Fraud Awareness initiative was planned. Finally, some helpful "How To" guides, on subjects like HRMS Basics, the PAR process, Accessing the Defence Learning Portal and Dealing with Grievances and Complaints were being finalised.

Region 5 Standardisation Forward Brief

By Derek Halford Area Manager



Many colleagues have recognised over a period of time that there seem to be many ways of doing the same thing! This costs time, effort and money which in this current climate we can ill afford.

Headquarters MOD Guard Service (HQMGS) has provided a principle of doctrine supported through the Agency's drive in attaining the NSI Gold level. The Regional Manager Kathryn Malough has given direction in how we provide guidance within the HQ MGS policy.

Standardisation is very necessary if we are to engage our TLB customers in this, an unprecedented drive to a more efficient and cost effective business output, but it is our belief that doing so will make the MGS a more attractive proposition. It will also require some managers to be re-guided in their work practices and follow the very principle of the Agency's doctrine.

The Project Officer in Region 5 (Derek Halford CSO2) has taken up the gauntlet and, as directed by the Regional Manager, is providing a pre-determined focus and standard through the MGS quality control and assessment formats. The Regional Manager has initiated a standardisation process to be carried throughout Region 5.

We have already begun visits to individual establishments undertaking assessments in each. We understand that for

some time now HQMGS policy, especially on the single issue of 'forms', is a requirement to eradicate 'locally produced' forms, believe me this single one item in a myriad of other subjects seems to be especially difficult when it ought not be. We were extremely surprised at the variances initially seen not only from area to area but at unit to unit in a given group.

It has been made abundantly clear from the NSI team, if we do not rally to the given objectives and maintain a focused effort in having and keeping one standard throughout the MGS, we WILL lose the gold standard accreditation. We are not here to catch out, but to help, guide and assist in the provision of a sustainable format, standard and output.

The Project Officer is visiting each establishment in turn throughout Region 5 and will be examining each document. Each of the senior officers has given a good account of themselves providing explanation, direction and proof on each item albeit some could be found buried in obscure places. It is imperative that this team has as much help and support from the MGS at unit level as possible, as only in this way can we achieve this very necessary goal.

To date we have had a good reception at the establishments and in each case, after some deliberation and correction, positive action has been very evident so well done to those who have participated thus far.

Winter Wonderland In The Arctic North

By Terry Ord MGS Group Manager DTE Otterburn

Are you sitting comfortably? Put on your heating, switch on your television and pour yourself a neat whisky or hot chocolate.....

It all began on the morning of 17th December when a light sprinkling of white dust on a freshly baked stottie cake started to fall and give everyone that 'white Christmas feeling'. This however was only a small taste of what was to come..... As the days went by the snow continued to fall, temperatures dropped to -9°C yet despite these wintry conditions the MGS workforce continued to carry out their duties to their usual high standard! On the 30th December the 'real proper snow' started to land for us at DTE Otterburn and over the next two weeks there was no let up; each day bringing more and more snow – we're talking 'big flakes and temperatures plummeting to -20°C at night'!..... It certainly was 'grim up North'. The MGS looked with disbelief at news reports of frozen Britain and televised pictures of the greatly affected South (poor souls). Despite the three to four feet of snow that had fallen, the MGS at DTE Otterburn, with the help of the customer, generally continued to cope admirably well! Local staff were effectively deployed however William Oliver, CSO5, was not so fortunate and had to remain on site for a 24 hour period! This was not through choice but due to



Dog section.



Group Managers car getting dug out of snow.

the fact that no-one could get in or out of the Unit safely. Tucking into 'left over' military ration packs, William settled down to celebrate the 'New Year' in..... whilst the rest of the country grinded to an abrupt halt. Once again our European neighbours (Germans) laugh at our inability to cope with the elements!

'Didn't we do well?!'



David Nelson at main gate Otterburn camp.

MGS Remain on Duty during Snowstorm

By D L Morgan CSO3

Chilly the CSO5 was created during the last snow storm during the silent hours of Tuesday 5 January by Alan Machon and Dave Rielly both MGS Officers, on a break, during their night shift on that cold, snowy night at Buller Barracks.

Alan states that they decided to build 'CSO5 Chilly' in case the next morning's shift could not get in, as he would be able to work a 12-hour shift without the need for breaks. He apparently caused much amusement throughout the night.

The MGS Area Manager was concerned at one point that 'CSO5 Chilly' may attempt to make a claim for being worked without proper Health & Safety concerns in the cold weather, this didn't materialise however and any would be case just melted away!





MGS Dog Teams Show Capabilities

On an overcast day in November 09, six members of the MGS Dog Section at Gibraltar Barracks held a compelling demonstration on the capabilities of the service dogs they employ to a large audience of military personnel and civilian contractors.

The demo organised and coordinated by Simon Igoe and Nick Bigby (CSO5s) came about after a request from Carillion. This was due to the large number of contractors on site, and their proximity to service dogs during the working day. It was also a good opportunity for the soldiers to have an insight into the dogs protecting them.

The team consisting of Simon Igoe, Nick Bigby, Danny McCafferty, Ernie Lynch (CSO5s), Dave Goldie, and Michelle Towndrow (CSO4s) all gave their time freely and, with no experience of running such a demo, they excelled on their own in managing to source and arrange the many items of kit, equipment and paperwork needed for the day, as well as the many hours of practice to make sure the event ran smoothly!

With Michelle giving comprehensive commentary throughout, the demo was opened with a first-class display of obedience and agility by Ernie and Max, followed by Dave and Storm, and these set the standard for the demonstration.

Next was a three-dog line-bait with Ben, Max and Storm. Simon and Ben making especially sure the PTA was not going to get off lightly for this one, with Ben showing why these dogs have such a reputation!

After this, Nick and Sabre showed the crowd the capabilities of the PAT dog with an impressive full chase and detain under gunfire.

The afternoon culminated in a real life scenario, encompassing everything that had been shown, Michelle letting the crowd know that every dog at the section had all of these capabilities and leaving them in no doubt as to the effectiveness of the MGS dog teams on site.

The scene was set for the finale, as the two "intruders" crashed their car through the barrier manned by Dave, skidding to a halt with PTAs Simon and Nick then getting out, brandishing AK rifles. With a long burst of automatic gunfire provided by a hidden MPGS colleague, Dave was promptly taken out!

The dog vehicle arrived and Danny and Saxon deployed. One PTA locked himself in the car while the other made a run for it. The dog was released and chasing, the PTA managing to get a few rounds off before being detained by an unwavering Saxon. With the first intruder searched and dealt with the dog team then made their way to the car, and on instruction and healthy encouragement by Saxon, both intruders were escorted off and out of the arena to rapturous applause from the audience and an end to the demonstration.



MGS RAF Barkston Heath – RAF Cranwell Look After Prince Harry

By Bill Stewart CS05

February of last year saw the arrival of the 4th in line to the Throne; Prince Harry or Lt Wales as he is known. He arrived initially at RAF Cranwell for Ground school training prior to moving on to flying at Barkston Heath. His arrival brought with him Personal Protection Officers and Close Protection Officers along with Armed response Units from the Ministry of Defence Police and the local Lincolnshire Police.

The Press arrived at Barkston very early, in fact two weeks early. One turned up with a satellite dish on the top of his vehicle so he was quickly identified, asked for his reason for being there, then told politely to go on his way. The other early bird tried to make out that he had an appointment later that day with the teaching staff and that he would wait for them. A request for identity revealed that he was a journalist. I must admit that the journalists we met were very honest about their business. This one was politely requested to leave MOD Property which he did.

Prince Harry's time at the Ground school passed reasonably quietly and he easily integrated within the large base at Cranwell. His time at Barkston however was a different kettle of fish; the base is small and is easily approached / observed from the main road. His first day saw the arrival of his Personal Protection Officer, followed by the Close Protection Officers along with the Armed Response Units who took up residence. True to form the Press knew when he was coming and they had taken up residence at the side of the main road where they could keep watch on the unit, hopeful for a good photograph.

MOD Police and the local Police undertook to take care of the outside security of the unit leaving the internal security to the MGS. Each MGS Officer carried two radios: Station management radio (SMRE) for communicating with the Air Traffic Staff and the Air Wave radio for communication with ourselves and the Police. The Armed Response team carried a small arsenal each. Traffic speed on the main road suddenly reduced from the usual 70MPH to about 40MPH when they saw the Police vehicles sitting very prominently at the side of the road.



One day we were told that a journalist known for gaining access to military establishments had taken up residence opposite the base. Cameras with lenses the size of rocket launchers were the order of the day. Anything to get a photograph of the Prince. Everyone requiring access to the unit was checked diligently by the MGS staff making sure that no false

identity cards were overlooked or that no journalist slipped under the fence. I must admit it was a testing time for all concerned. The Prince soon settled into his new environment just like any other student but life for us had no let up, check and double check everything.

One day when the Prince was flying a call was received from the Air Traffic Control staff telling us that someone was firing at the aircraft on approach to the airfield. **Quick flap!!!** One MGS Officer was sent to investigate where the supposed firing was coming from while the other officer co-ordinated the task with the Armed Response Units, his colleague and the Air Traffic Staff utilising both radios. The MGS officer despatched to find out who was firing soon ascertained that the shots had come from a local farm and that the Farm manager had been bird



scaring at the time. The Armed Response Unit arrived at the Barkston Picket post within minutes and were despatched to the farm only to be told that the farm manager had departed for the day. His name and details were written down and passed to the Lincs Police who had great enjoyment interviewing him the next day.

The MGS officers, MOD and Lincs armed response units worked very closely as a team in conjunction with Harry's close protection officers and a very professional attitude was maintained in a very friendly atmosphere.

One of the MGS officers is an amateur Cartoonist who soon drew up a portfolio of cartoons depicting Harry and Unit staff which was given to Harry on a regular basis much to his amusement.

"they are expecting me to crash"

On the day of Harry's **FIRST SOLO FLIGHT** his Instructor got out of the aircraft and told him to carry on himself. Harry later told one of our officers that, as he



taxied from the Air Traffic Control Tower past the Fire section, he saw the firemen dashing to their Fire engine clambering into their Immediate Protection Equipment. A quick thought passed through his mind **"they are expecting me to crash"**. Unfortunately his instructor failed to inform him that this was normal practice for all "First Flight Students". Fortunately his first flight passed without a problem.

During most of his time at both units we were plagued with journalists but fortunately they did not gain access to the units. During this operation shift patterns changed along with patrol schedules but the MGS, true to form, absorbed the changes and provided their normal professional service. It is also worth mentioning that all the above was achieved whilst undermanned by 20 per cent. Overtime and flexibility the key words posted alongside the roster.



By Tony Jackson Hd of G&STC

“SO WHY US”

Some time ago the Agency Learning & Development department was approached to form a partnership with the Prince's Trust which was formed, by HRH Prince Charles, in the 1970's in light of the riots in Liverpool. It had been discovered that amongst the reasons for the unrest were boredom and lack of investment in “young people” who were lacking in support and direction.

To date the Prince's trust is the largest charity in the UK and is aiding many “young people”, who have in some way been disadvantaged, to gain qualifications and skills that can and has enabled them to become more attractive for employment. The trust achieves this through its “Get Into” programmes which we explored further.

With an open-minded view for future ventures across the UK and after meetings and discussions it was agreed that the Guarding and Security Training Centre, G&STC, were best placed to offer what would be the first “Get into Security” programme delivered to those “young persons” within the geographical area around Wethersfield.

To date G&STC have delivered two courses training some 24 students to the required standards of SIA, Emergency First Aid and basic functions such as searching vehicles and baggage. The training was delivered here at Wethersfield over a two

week programme and with a vision to take the training to other locations to give others the same opportunities. We are now planning a course to be delivered in Great Yarmouth in July. On completion of the course the “young persons”, the Prince's Trust, their associates and Agency staff attended a presentation evening to share in the achievements of all involved.

One candidate within the first “Get into Security” programme attended interview for a position within Region 2 MGS and, subject to pre employment checks, he could be joining the operational guarding numbers in the near future. The news of this is the pinnacle of what we set out to achieve i.e. giving these young people a purpose and opportunity to help themselves and progress.

Although the training is delivered by the MGS within G&STC the Agency, as a whole, can take credit for the support and opportunity it lends itself to in the form of development and progression of these “young people”. Furthermore without assistance of other departments here at Wethersfield the smooth transition of attendees would not have been the success it was.



Vic Christopher MBE

Sandy MacCormick, and members of the MGSMB, presented Vic Christopher with a framed copy of the December 2009 issue of Flashlight in recognition of his recent award of the MBE by HM The Queen.

MGS Commendation Scheme

By Trevor McKinnon **B2 MGS Conduct Discipline + Change**

The MGS Head of Profession Commendation Scheme was introduced last year as part of the Reward and Recognition element of the MGS Cultural Change programme. The purpose of the MGS Commendation Scheme is to formally recognise exceptional effort by members of the MGS, either collectively or individually and to ensure that such recognition is made known to MDPGA colleagues and the wider MOD.

The first group of nominations were considered by Marc Shreeve and me, and our recommendations submitted to Sandy MacCormick as Head of Profession. Sandy agreed a number of commendations and these were issued to individuals during the recent MGS roadshows.

The commendation takes the form of a framed certificate presented to and retained by the recipients. Recipients may be accompanied by a friend or relative to the awards ceremony. The nominating officer will also be invited to attend the ceremony. Souvenir photographs are produced and copies are published in Flashlight. Copies of those awarded during the recent Roadshows are published below.

*An individual or team may be nominated for a commendation at any time by their line manager. Nominations are to be submitted to **MGS HR BP** for consideration by the MGS B2 officials. Nominations should be with MGS HR BP by no later than 1st March and 1st September each year. Any received after those dates will be considered for the next award ceremony.*

Commended for his vigilance

On 15th June 2009, Mr (Malcolm) Drinkel was on main gate access control duty at RAF Fylingdales when, as a result of his vigilance, keen observation and instant communication with the MDP, an intruder, recognised as a protester was apprehended and subsequently arrested. Mr Drinkel's actions are particularly commended as the CCTV system was non-operational (due to an upgrade) and he had to rely upon his training, understanding of the potential threats and his own mettle to deal with the situation. Mr Drinkel's actions reinforced the close working relationship between the MGS and MDP and brought great credit upon himself and the organisation.



Positive action recognised



Mr (Michael) Jewell was on duty at the main gate of Blandford Camp when a prisoner attempted an escape from the guard room nearby. As the man ran towards the gate Mr Jewell attempted to block him and, when the man tried to avoid him, Mr Jewell tackled him and brought him to the ground, restraining him until he was returned to police custody. By his quick thinking and positive action, Mr Jewell performed significantly above expectations and his actions brought credit to himself, his team and the MGS. Mr B Cropper is pictured receiving the award on behalf of Mr Jewell.

Head of Profession Commendation for Justine Waller, CSO5

During the course of her duty on the Wainscott post at Chatham Garrison Justine was talking to a member of staff when he collapsed in front her. The man had stopped breathing and his heart had stopped. Justine called the emergency services and began to administer CPR continuing for approximately 20 minutes until the paramedics arrived and took over. The hospital and paramedics commented that had it not been for Justine's quick actions the man would have almost certainly died. The man has now made a full recovery and is back at work. Justine's actions were to her great personal credit and deserve recognition.



Officer's actions commended

While on duty at Upavon, Mr (Stephen) Nutt attended a road traffic accident outside the main gate to the establishment. He administered first aid to a woman trapped in the car, giving oxygen that he carried as a St John's Ambulance first responder in his own car. Mr Nutt climbed into the badly damaged car and remained with the woman supporting her neck for some 45 minutes until paramedics arrived. Mr Nutt remained with the woman while the roof of the car was removed by the fire service. By his swift action Mr Nutt helped with the stabilisation of the woman who was hospitalised for a week with neck and spinal injuries and has since made a full recovery. Mr Nutt deserves recognition for his actions which went beyond general expectations and were to his great personal credit.



John Shannon –

By Ted Harrison – Group Manager - Edinburgh

It was not long after dawn on a beautiful sunny morning that Jessica opened the front door of her beach-side holiday cottage. She glanced around the sweeping bay between the two headlands and out over the flat wet beach to the warm morning sun sparkling on the crests of the gentle waves. She felt wonderful and at one with the world. Far to her right she saw a figure dancing on the beach and thought to herself that he must be very happy too, dancing as he was.

She decided to walk over to the stranger and greet him but as she got closer she began to think that his dance seemed unusual and then she realised that he was not dancing but bending and throwing things into the waves. As she got closer still, she suddenly noticed that this part of the beach was strewn with starfish. There seemed to be millions of them and the stranger was bending down and picking up each one and throwing it out to sea.

She spoke to the stranger and asked what he was doing. As the man picked up another one and threw it out to sea, he said that the overnight winds had blown them all ashore and that they would surely die if left here in the hot summer sun. Jessica looked round and said "but there are millions of them, how can you possibly make a difference?" The stranger picked up another one, threw it as far as he could into the sea and said "well I made a difference to that one!"

At some Region 1 meetings the subject of First Aid training has been brought up. You know the score and can guess some of the comments made – yes everyone should get first aid training but no, we cannot pay for it and no, you cannot cover the absence with overtime. I have even said myself that either all should be done or no one since what is the point of the very odd shift having a first aider.

Early in the morning, long before the regular staff arrived, the Guardroom at HQ2 Div Craigiehall received a call to say that someone in Annandale Block had taken ill. Paul Cuthbertson, CSO5, immediately called his colleague, John Shannon, CSO5, and urged him to attend. John found Wendy Redpath in some distress and experiencing breathing difficulties. Calling on his first aid training he quickly assessed the situation and found that her temperature was raised, her pulse was racing and she was hyperventilating. She also was complaining of pains in her arms and legs. John called an ambulance and remained with Wendy to comfort her and keep her calm, gathering personal information from her which he passed on to the medics when they arrived. Wendy told me later that she was put on a breathing machine and was found to be seriously dehydrated, nevertheless she made a full recovery and was soon back at work and expressing her thanks and gratitude for the way John had helped her.

Well, John the "star fish man" "made a difference to that one" and everyone is eternally grateful for his help as



The Starfish Man



expressed in the letter from the ESS Manager sent to me praising the MGS and John's actions.

Citation

On 1st December 2009 Mr Shannon was on duty at HQ 2 Division Craigiehall when he received a phone call at 0705 stating that a female member of the ESS team on one of the upper floors of Annadale Block had been taken ill. As the duty first aider Mr Shannon went immediately to the scene. Upon arrival Mr Shannon found the lady was suffering breathing difficulties and was hyperventilating. Mr Shannon took immediate action attempting to restore the casualty's calm by coaxing her to breathe into a paper bag. Mr Shannon called an ambulance and stayed with the casualty until it arrived. On Mr Shannon's recommendation she was admitted to hospital and received essential medical treatment.

Mr Shannon's prompt and professional action was recognised in a letter of thanks from ESS and brought distinction upon himself and credit to the organisation.

Team Commendation for Merseyside Group

For a period of 12 months to June 2009, MGS officers in this group have maintained and met customer taskings to 97% even though they were covering duties at a new site within the group. The team started providing security cover at Walker House for DGFM when the building refurbishment was in its infancy and they often found themselves working in sub-standard conditions which few people would tolerate. While most of the cover was provided by the original DGFM MGS team, volunteers from other establishments came forward to work at Walker House to ensure security was maintained. This was only possible because other team members agreed to cover the resultant shortfalls at their own establishments. This demonstrated both the team ethos and the guards' understanding of the MGS commitment to the additional tasking and left the customer in no doubt about the high standard



of the service provided by the MGS and the quality of the individuals who deliver it. The team has acted in an exemplary way, enhancing the reputation and standing of the MGS and deserves recognition for its efforts.

Obituaries



PETER JOHN LAMBERT
 (“The bearded wonder”)

It is with the deepest regret that we have to announce the passing of Pete Lambert. Pete passed away at home on 16 December 2009, after losing his battle against bowel cancer at the age of 57. He was always a popular member of the MGS at RAF Cottesmore, not only among his

immediate colleagues, but also all Station personnel.

After serving 22 years in the REME, Pete worked for a short while for a civilian security firm before joining the MGS in 1993, Pete arrived at RAF Cottesmore on 15 November 1999, having previously served at DAC Melton Mowbray, RAF Cardington and Garrets Hay.

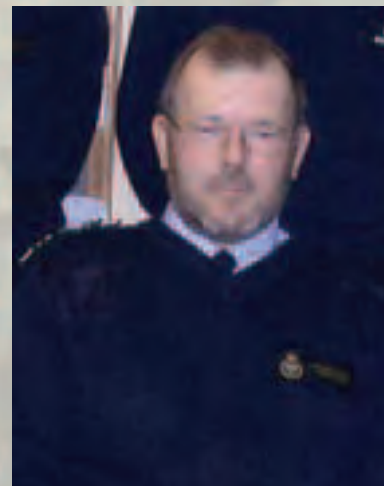
Within his 10 years service at RAF Cottesmore, Pete took on the role as the CSO4 for a while until reverting back to CSO5, to be back as one of the lads. He became the Health and Safety representative for the MGS and his union, and also our NVQ assessor. Due to his jovial and yet professional manner he was an integral part of the team. He was always willing to go that extra step to help others, so much so that every year Pete was approached by the local primary school based on the station to play Father Christmas.

Outside of work Pete enjoyed hobbies like reading, puzzle solving, trips out with his wife and walking

his dog Holly. Pete was also a big rugby fan (even though his playing days were behind him), and on a number of occasions he enjoyed organised trips out with Station personnel to professional matches.

He is survived by his wife Kaye to whom we all send our deepest sympathies.

Pete will be sadly missed not only as a work colleague but also as a very good friend to us all.



Beverley Atkinson

It is with great sadness that we have to report the passing of Beverley Atkinson on 1st March 2010. Beverley joined the Dover & Shorncliffe detachment of the MGS in September 2003, and was a much respected and valued member of staff who got on well with all her peers – civilian and military alike.

Beverley had a bubbly and infectious personality - the sort of personality that could turn a raging bull into a pussy cat just by her approach to the situation.

Beverley was an excellent team member and a very sociable character who was the life and soul of her team’s Christmas parties and the summer BBQs. Beverley will be truly missed by this detachment and everyone else who had the privilege to know her, and she will be difficult to replace

Policy Update

Flashlight Issue 36



CSO 4 REVIEW

In 2006, and as a result of the re-definition of CSO4 and CSO3 roles, CSO3 posts were subject to a review. It was always the intention to follow this up with a review of CSO4 posts but, because of other pressing business, the review did not start until January 2009. A parallel review of CSO2 posts was also undertaken at about the same time.

Regional CSO4 Working Groups were established to review each CSO4 post and consider whether the terms of reference reflected the requirement set out in the MGS Manual and were in accordance with the MOD Grading Guidance. Once that was established, it was then considered whether the posts were actually required or not. The Working Groups were management led and Trade Union representatives attended as observers.

The Working Groups then submitted their recommendations to HQMGS for submission to a CSO4 Review Steering Group. The CSO4 Steering Group consists of members of HQMGS and national Trade Union representatives. Its purpose is not to make a decision on individual posts, but to consider the proposals of the Working Groups to ensure that all factors have been taken into account and a fair process has been followed. Unfortunately, there were some delays to the process and the outcome of the review was not complete until November 2009.

The Steering Group met on 18 February 2010 and agreed that the best way forward would be to consider all recommendations using a 'post-mapping' process. Post-mapping is essentially a system where each post is designated as either retain, delete, compete or new. It provides the opportunity for each CSO4 to discuss the recommendation of the CSO4 review with their line manager and, if they are not content, to appeal against the recommendation. Once the process is complete then the Trade Unions will be consulted on the outcome. It is intended to start consultation in January 2011.

You may ask why it is taking so long to complete the whole process. It is a long and complicated process that has been subject to some delays (swine flu prevented one Region from getting its returns in on time) not least the distraction caused by the PR09 financial constraints. It has also been imperative to ensure that it is done correctly and that everyone is clear that the review is to ensure that this organisation retains the most effective supervisory structure possible. The rumours about the total eradication of all CSO4 posts are very far from the truth. There may be some reductions to the number of CSO4s but it will be done for operational reasons that enhance effectiveness and without financial detriment to individuals. All current CSO4s will be involved in the process and will have the opportunity to have their say.

By M Shreeve B2 Ops

Currently, the final recommendations are near completion and draft post-mapping guidance is being discussed with Trade Unions. Once this is complete, line managers will be holding interviews with their CSO4s to discuss with them the recommendations, how it affects them and the appeal process open to them.

How To Guides

By Trevor McKinnon B2
MGS Conduct Discipline + Change

Enclosed within this edition is the first 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.

MGS MANAGERS' COURSE

Conduct Discipline Change

By Trevor McKinnon B2

The MGS Managers Course comprises 4 elements:

- ◆ A distance learning workbook
- ◆ A 5 day residential workshop
- ◆ Development of a personal project
- ◆ A follow up session for students to feedback on their projects to senior managers. This session to take place at least 6 months after the workshop

As mentioned opposite by Sarah Cook, 49 MGS managers have been through the course so far and we expect around half of our managers to have completed the first three elements by the end of this financial year. Unfortunately a series of events, especially though not exclusively, the effects of PRO9 measures, has hampered our ability to deliver the fourth element of the package. This is as frustrating for us at HQ as it must surely be for the students, not least because of the effort they will have put into their individual projects. The project feedback session nevertheless remains a key part of the overall package and work continues to find a suitable time slot and venue for it to be delivered. We are currently looking at July for the first such session and will be in touch with individuals as soon as things are firmed up. In the meantime, to all those managers who are waiting to deliver their projects, sit tight, we will be in touch.

The MGS Managers Workshops - What They Think Of It So Far

By Sarah Cook L&D Manager

At the time of writing this article, 49 individuals have attended the workshop element of the Managers programme and, as part of our continual review of our training products, a formal analysis of the end of workshop validation data has been conducted.

The workshop covers a mixture of the skills and knowledge required to be demonstrated by operational MGS Managers. In addition to Trainer led input and activities, key Subject Matter Experts from HQ MGS also provide input on the workshop and lead on activities based around their role.

The data used for the analysis has been drawn from the end of course forms completed by the students and provides both markings and comments for each session covered during the 5 day workshop. Where contact details were provided and where appropriate, follow up action has also been undertaken.

A review of the data received thus far, reveals what individuals thought:

About the Specific Sessions

The most useful sessions on the workshop were:

- ◆ MGS Performance & Business Planning
- ◆ Managing MGS Staff

The most relevant sessions were:

- ◆ Operational Standards and Roster Management Activity
- ◆ Managing Improvement and Change within the MGS Theory and Activities

In the main students considered all sessions to be either relevant or useful with no single session receiving less than 68% endorsement from students for either being extremely or very, relevant or useful.

No more than 11% of students considered any single session to be "not very" or "not at all" relevant or, useful.

Of those individuals that answered, 93% of students considered the coaching sessions with senior management (which is a unique feature of this course) to be very or extremely useful.

Time taken to complete course	Decimal to be entered
Up to 2 hours	0.2
2-3 hours	0.5
3-6 hours	0.7
Over 6 hours but less than 8 (i.e. 1 days training)	1

Step 8: Enter 'Actual Training Cost' if applicable.

Step 9: Enter 'Qualification' details if applicable to your training.

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

Once you have completed the training

Step 1: In 'Completed Date' enter the date you completed the course. If you have not already entered the course start & end dates, do this now (it is not a problem if the course start date, end date & completed date are all the same).

Step 2: Click 'Save' then 'OK'.

Your training is now recorded on HRMS.

Evaluate your training

Once your training is complete you should evaluate it by going back into your PTDP and clicking 'Evaluate' against the relevant training. This action should be done twice—once at 0-3 months after your training (after this initial evaluation the training will show as being 'completed') & again 3+ months after your training.

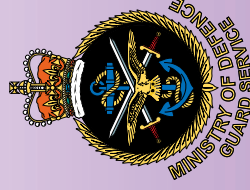
If you have any queries or questions relating to your Personal Training & Development Plan (PTDP) that cannot be answered by your line management, please contact the People Pay & Pensions Agency Service Centre on:

Mil: 93345 7772
Civ: 0800 345 7772

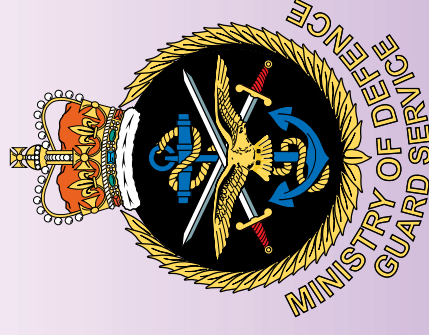
Or email at:
peopleservices@pppa.mod.uk



People, Pay
and Pensions
Agency



How To Guide



**Add training to your
HRMS Personal
Training &
Development Plan
(PTDP) via HRMS**

All Training must be recorded on your PTDP

You can log onto HRMS via a link on the People Services Centre Intranet Home page:
<https://knowledge.chris.r.mil.uk/PPPA/>

Step 1: Click on 'Employee Self Service'.

Step 2: Under 'Training and Development' click on 'Training and Development Plan'.



Step 3: Click on 'Add New Need'.

Step 4: In 'Development Need' enter the course title, e.g. 'Protecting Information Level 1 or 0'.

Step 5: In 'Business Importance' select relevant level (the default is Medium).

Step 6: In 'Needed By' enter the date by which training must be completed.

Step 7: In 'Category' select relevant training category, e.g. 'Protecting Information would be 'Mandatory Training (Universal)'.

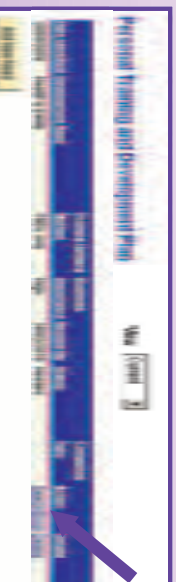
Step 8: In 'Subcategory Code' select relevant subcategory, e.g. 'Protecting Information would be 'Security Briefing'.

Step 9: Amend 'Objective' if relevant. The default is 'Business'.

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



Enrolling on line



Some courses allow you to enrol via HRMS (especially Defence Academy workshops). To see if you can enrol online, go back into your PTDP and select the 'Search/Enrol' option for the relevant course. You can then search for your course and follow online instructions if it is available to book. If you enrol onto a workshop using this method, the following steps (completing the 'details' section) should not have to be completed as HRMS should populate this section automatically.

Once you have entered your training need you can then complete the 'Details' section of the PTDP which relates to the specific course or training you are going to undertake.



Step 1: Click on 'Employee Self Service'.

Step 2: Under 'Training and Development' click on 'Training and Development Plan'.

Step 3: Find the course you just entered and click on 'Details'.

Step 4: In 'Primary Delivery Method' select relevant method (e.g. *E-learning/workshop*).

Step 5: In 'Course Code' enter relevant code, if any (e.g. Level 0 Protecting Information does not have a code, whereas Protecting Information Level 1 is 'INFO') then press the tab key. The course title should now appear next to the code. **(Course codes can be obtained from the Defence Academy Prospectus or online via the Defence Learning Portal by clicking on 'Course List').**

Step 6: In 'Course Start Date' and 'Course End Date' enter the relevant dates (if known).

Step 7: In 'Duration in days' enter how many days/hours the training took in decimal format using the following format:

Step 1: Click on 'Employee Self Service'

Step 2: Click on 'Personal Information'. The following page will then be displayed.



Here you can update your

- ◇ Home & Work Address
- ◇ Phone Numbers
- ◇ Email Addresses
- ◇ Emergency Contacts
- ◇ Next of Kin
- ◇ Ethnicity Details
- ◇ Disability Details
- ◇ Redeployment Pool info (if applicable)
- ◇ Employee Facility Time (if applicable)
- ◇ Religion or Belief
- ◇ Sexual Orientation
- ◇ Trade Union Details (if applicable)
- ◇ Career Anchors (not mandatory)

As previously stated if you do not wish to declare some personal information you must either choose to 'Opt Out' or select 'Choose Not To Declare'.

Always remember to click 'Save' after adding or amending any details.

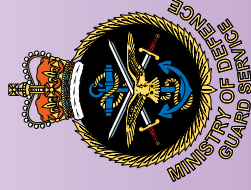
If you have any queries or questions relating to HRMS that cannot be answered by your line management, please contact the People Pay & Pensions Agency Service Centre on:

Mil: 93345 7772
Civ: 0800 345 7772

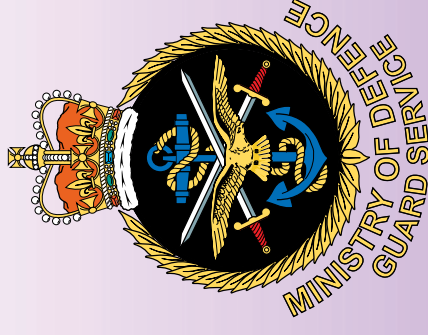
Or email at:
peopleservices@pppa.mod.uk



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How To Guide



HRMS Basics

**Logging
On & Off and
Updating Personal
Details**

Logging On & Off of HRMS

Step 1: Open your internet explorer and navigate to the PPPA People Services page (if you do not have a link to the PPPA People Services page use the link below).

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



Step 2: Click on the 'HRMS Quick Launch' link under 'Useful Links'. This will take you to the HRMS Login page.



This will outline any current problems with the system or provide important reminders.

HRMS Noticeboard

Step 3: Enter your user ID (your staff number) and your password and click 'Sign In'.

Password

- ◇ Must be between 8 & 12 characters long & contain at least one number & one special character (!, \$ etc)
- ◇ You cannot use the same password twice
- ◇ Passwords expire every 180 days
- ◇ When you log on to HRMS you will be warned 15 days prior to its expiry

If you cannot remember your password and cannot log in, you will need to contact the PPPA Service Centre (details at the back of this guide.)

User ID & Password

Your User ID and password are case sensitive. The letter at the end of your staff number must be in Caps Lock (123456A) and your password must be exactly how you created it.

You can change your password before the natural expiry date if you wish (if you feel your password has been compromised etc). To do this click on 'Change My Password' (located on the home page).



Once you have logged in you should be able to see the HRMS Home Page



Step 4: To log out click 'Sign Out' at the top right hand corner of the Home Page.



Updating Personal Details

You must complete the personal details section. This includes home & work address (PPPA use your work details to contact you e.g. Pay slip/ Recruitment letters etc), emergency contacts, next of kin, disability details, etc.

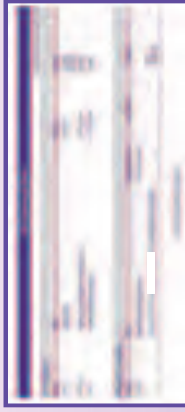
You do not need to enter various details if you don't want to, but you must, at a minimum, either 'Opt Out' or select 'Choose not to declare'.

Add To My Learning Plan—Here you can enter whether the course is recommended or required and the date it must be completed by.



Step 1: Click on 'Plan'.

This then adds the course to your 'Planned Learning' under 'My Learning Plan'



To enrol on this course click on the course & click 'Enrol'.

Most courses, once loaded, can be stopped & resumed at a later date, however, all courses are different & most have explanations on basic course controls at the beginning of the course.

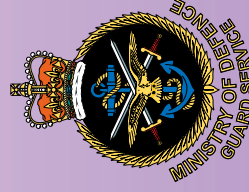
When you have finished your training you must log out of the DLP by clicking 'Logout' at the top right hand corner of the screen. You must then return to your HRMS PTDP to record your training as complete and evaluate it. (Please see HT Guide— 'Add training to your HRMS Personal Training & Development Plan (PTDP) via HRMS')

For technical or courseware issues at walk in DELCs, or if you are using another DELC service (Rapid Reaction DELC (RRD), Courseware Loan, or Laptop Loan), please contact the DELC Service Desk:

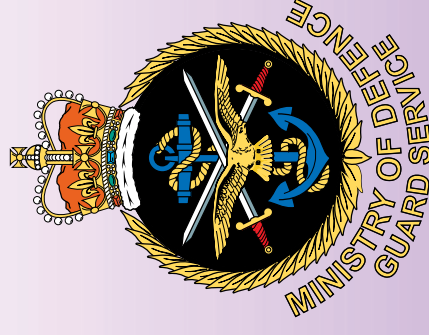
Phone: 0845 330 9643
Email: delc.uk@logica.com
Fax: 0870 850 3577

For technical or courseware issues on the internet or for problems with your DLP account, please contact the DCSA SPOC. You will need to say the word 'DLP' to the automated voice and will be asked several security questions to confirm your identity.

Mil: 96 600 8910
Civ: 0870 600 8910
Email: s poc-cis@mod.uk
Fax: 01344 454505



How To Guide



**Accessing Training
via the
Defence Learning
Portal (DLP)**

Before accessing any training you should ensure your training need is recorded on your HRMS Personal Training & Development Plan (PTDP)

Step 1: Enter www.delc.co.uk into the internet address field.



Registration

If you have not registered (you do not have a user name & password) click on the 'Register' link on the menu on the left hand side of the screen. You are then given 3 different methods of registering depending on your circumstances. If using method 2 or 3 click on the links provided & select 'Account Request' & follow the on screen instructions.

Step 2: To view courses click on 'Course List'. Here you can open course lists in various formats such as Adobe PDF format, Excel and MS Word. You can also view a list of 'Go-Le@rn' courses which are available via a PDA (Personal Digital Assistant).

Course lists outline the course names, course codes and duration and depending on what format you open it may display how you can access the course (E.G. Online, Laptop loan etc).



Once you have found the course you would like to undertake, it is advisable to take a note of the course code & full name.

Step 3: To access the course either click on 'Access Learning' via



the menu on the left hand side of the screen or click 'Home' from the left hand side menu then 'Access Courses'.

Step 4: Click on 'Click here to access the DLP'



Step 5: Enter your registered user name & password & click 'Login'. This will take you to the homepage.

Step 6: Hover your mouse over 'Search' then click on 'Search for Courses'



Here you can search for the course you want to undertake by entering either the course code or course name & clicking 'Search'.

If you have trouble finding your course try typing in a keyword. E.G. 'Data Protection & You' - try searching for 'Data'.



Once you have found the course you want to undertake click on the course link.



You will then be provided with a description of the course and you will have the option to 'Enrol' or 'Add To My Learning Plan'.



Enrol—You are enrolled automatically & are given an opportunity to immediately launch the course.



You will then be provided with the final record, along with a full written explanation of the decision, within 10 working days of your comments being received. You will need to decide whether the response provides a satisfactory resolution or not.

Can I appeal against the decision?

Staff are entitled to appeal against the decision taken on their formal grievance, but the decision at the appeal stage is final. The decision taken at appeal cannot itself be the subject of further appeal or review. Nor will a further grievance be allowed covering the same ground.

Appeals against the formal grievance outcome may be made to **either** a more senior Line Manager or the Independent Grievance Appeals Panel. The choice of routes lies with the Appellant, but only one route of appeal may be pursued.

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

Mil: 93345 7772

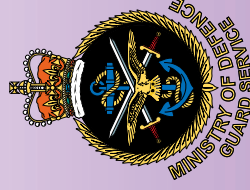
Civ: 0800 345 7772

Or email at:

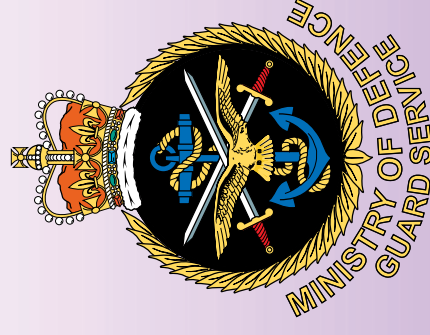
peopleservices@pppa.mod.uk



**People, Pay
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How To Guide



**Dealing with
Grievances and
Complaints**

The MGS take all complaints and grievances from its staff seriously and endeavours to respond promptly to informal and formal grievance complaints in accordance with MOD Policy, Rules and Guidance.

What is the Grievance procedure?

The procedure consists of three stages:

- ◇ Informal grievance discussion/ resolution
- ◇ Formal grievance
- ◇ Grievance appeal

Every opportunity should be taken to resolve the grievance informally and locally.

The complainant can be represented by a Trades Union representative or a work colleague at any stage of the process. They may also seek advice and support from the PPPA or the Occupational Welfare Service (OWS).

How does Informal Grievance work?

Informal grievances should normally be raised, in the first instance, with the Line Manager or person who was responsible for the decision or action about which the Employee is complaining. Those considering grievances are responsible for investigating them with appropriate care;

giving the individual the opportunity to explain their grievance in person; deciding, on the basis of the evidence, the merits of the complaint (and in particular will wish to consider whether the action, omission or policy complained about unfairly disadvantaged or caused an unfair detriment to the complainant); providing a considered response; applying appropriate remedies when grievances are upheld; and ensuring that lessons are learned where they arise.

What should you do if the Informal resolution has failed, or is not appropriate?

Identify the most suitable manager with whom to raise the grievance—this will normally be the line manager of the person responsible for the decision or omission about which you are grieving, or an officer at C2 (or service equivalent) or above who is responsible for the issue that is being grieved about.

Ensure that your grievance:

- ◇ Relates to your service or employment.
- ◇ Should not be addressed through a specific complaints procedure that applies to the subject in question.
- ◇ Relates to actions or omissions in the last three months, unless there are exceptional circumstances justifying your delay in raising the grievance.

- ◇ Does not cover ground already covered by a previous grievance you have raised and which has already been concluded.

- ◇ Has been considered informally and could not be resolved or is not appropriate for informal consideration.

Raise your concerns in writing, preferably on PPPA form 082.

At the interview, you have the opportunity to discuss the evidence for your grievance with the Grievance Deciding Officer (GDO), as detailed in your written submission. A PPPA Case Advisor will be present, to advise on the grievance procedure and any other policy issues only. A note-taker may also be present.

If you chose not to attend the interview or to be represented, the GDO, supported by the PPPA Case Advisor will come to a decision based on the written grievance submission.

Following the interview you will receive a summary record within 5 working days of the interview. You then have 10 working days to consider this record and submit any comments to the Grievance Deciding Officer (GDO). If the GDO cannot agree your comments, they will be appended to the summary.

About The Pre-Learn

- ◆ 94% of individuals considered that the Pre-Learn material either extremely or reasonably supported/enhanced their learning at the workshop.
- ◆ On average individuals took between 3 and 4 hours to complete the Pre-Learn.

About Meeting Individual Learning Needs

- ◆ Overall 98% of students considered that the workshop had, either fully or partially met their individual learning needs.

The following comments provided also support this statistic:

"Well planned and informative sessions"

"One to one coaching, excellent – set the course at the right level and emphasised the MGS senior management commitment to the course."

"The work required by all the group was not too much and was pitched at the correct level"

"I found the subjects covered very relevant to the role of an MGS Manager"

For those students who felt that their needs hadn't fully been met by the workshop, areas for further learning have been identified as:

- ◆ Reference reading material
- ◆ Skills enhancements through attendance on core courses (Communication, Discipline & Restoring Efficiency, Selection Interviewing)
- ◆ Practice back at unit to apply procedures from the workshop
- ◆ Project management training
- ◆ More information on roster building
- ◆ B2 Business planning approaches

The comments received under the heading of meeting learners' needs also support the positive markings for the workshop, although there is some debate over whether the course should be for all, rather than just new, MGS managers. The quotes below are representative of a small number of comments on this matter:

"Having been in MGS Management for over 12 years, much of the course content was a daily routine."

"Ideal for newer managers but should not be mandatory for ALL managers"

That said, the above line of thinking should also be balanced against those comments offered which fully endorse the approach of all managers attending and thereby providing for a mix of experience, skills, knowledge on each course and of which the below quotes are typical:

"CSO1 & 2s should do this"

"I feel it may be beneficial to have courses attended by a mixture of CSO1, 2 & 3s"

"The greatest learning for me was observing my more experienced managers"

"It was valuable to be able to share learning and skills with such a wide range of managers. I learnt a lot from the other students."

What Now?

From the findings so far, it would appear that, for a large majority of students, the workshops are meeting their needs and that students are gaining useful or relevant information from each of the sessions. Individuals also value the opportunity that the workshop provides to learn from each other. There was no particular trend identifying the requirement for any other specific sessions not currently covered on the workshop. Given this feedback, it is unlikely that there will be any substantial changes made to the workshop at this stage. That said, individual workshop sessions will continue to be subject to trainer/design review after each run, or in response to any organisational changes. It is also planned that some post course evaluation work will also be undertaken in the next six months to help inform the review process. Additionally, and responding to the comments in respect of the requirement for some additional information to support the Roster Management session, work is underway within HQMGS (although this, of course, has to compete with other work priorities) to provide such information in future in a structured format.

Finally - A Plea For Your Feedback

If you, or your colleagues are provided with an evaluation form for any training event that you have attended, please complete it as fully and as honestly as possible.

For the MGS Supervisors and MGS Managers workshops, the evaluations forms are issued on Day One of the course – hopefully assisting in the form's completion, rather than leaving it to a mad dash on the last day of the workshop. So, if you liked the training say so and tell us why. Equally importantly, if you feel that the training could be improved – also tell us and let us know your thoughts, for, as you can see, your comments are reviewed and importantly used to inform future design decisions.

DOG SECTION

**By CSO3 Fred Humphries/John Warbutton,
Dog Evaluation Officers**

All sections should be aware of, or had sight of, the letter sent by John Bills (CSO1) Senior Operations Manager. In it, he reiterates the advice from the Veterinary Services Training Advisory Team (VSTAT) that the required amount of Continuation Training (CT) is one release and two obedience sessions per week, per handler.

There has been some feedback on this topic and we understand some handlers' contentions that their particular Military Working Dog (MWD) either cannot, through physical impairment, or age or they (handlers) feel their MWD does not require this amount of training.

The DEOs are happy to talk to any individual handler or kennel manager to discuss this issue, but must echo the message in the original letter, that unless there is a good reason as to why this level of CT is not achieved, then licensing of handlers may be in question.

We are often asked why we have re-introduced the brief to the guard commander/orderly officer and the full brief to the Practical Training Assistant (baiter). The reasons behind this are;

We (DEOs) want the handlers to be able to speak with confidence, to get out key phrases to potential criminals, (under arrest, radio for assistance, identify yourself etc, etc) to be able to answer questions which underpin their specialist knowledge, in order not only to give them a sense of pride in what they do but to also raise the standard and present a professional image to all they come into contact with. It is not a question of the DEOs trying to catch people out or trip them up, on the contrary we are here to help, advise and assist.

If your MWD is released for real you, as the handler, will have to defend your actions in a court of law, you will have to justify your actions and every second of what you did during that two or three minutes will be put under the microscope. It is in your own interests to get this right first time, every time.

The above brings us onto the other thing which seems to cause a few problems, which is the recording (or lack) of CT.

As mentioned above, if your MWD is released for real the CT records will be used as evidence in a court of law to ascertain to what standard your dog is trained to. The MWDs we use are trained to a basic standard, with the emphasis on the handler(s) to carry on the training at unit, as the name suggests it is Continuation Training. If there are gaps in the CT then this could be used to suggest that the dog is not properly trained and therefore not under proper control. Once again it is in your own interest to keep your CT up to date and accurate.

The latest revision of MGS forms has now been completed and as notified CT forms for the first time, have been included. The forms (MGS form 041 to 045) are to be adopted by all sections and used with immediate effect. Please go onto the MGS web site or contact your group manager to get your copies.

In the last article in this section, an article from Beth Todd (CSO4) was published with regard to the use of the dog grasper. The DEOs recommend that if there is a problem with a loose dog, whether MWD or a civilian stray, that in the first instance non dog handlers should contact the duty dog handler to deal with the situation. If the duty handler is not available, then they should contact either the RSPCA or the local dog warden. Only if there is no other option and the dog is in real danger, or presents a danger to anyone else, should non dog handlers consider tackling the dog, and only then if they are confident they can do so safely. Remember if there is any doubt whatsoever, leave it to the people who are trained to deal with it.

Getting to know you

Continuing our regular look at individual MGS team members

NAME: Janet Tokley
JOB TITLE Performance & Statistics Manager
LOCATION HQ MGS



Where were you born?

BRAINTREE

Tell us about Your family?

I have been happily married to Tony for 36 years. We met when we were both working at a hotel in Braintree and have been together ever since.

Where did you Spend your Last holiday?

In Northumberland, in a cottage right on the beach. It was wet and windy but wonderful!

Where would You like to Travel in future?

Scilly Isles. Any scenic rail journey here or abroad.

What is your favourite book?

I have never read a book in my life but I do listen to audio books and I like true stories like "A Year In Provence" by Peter Mayle or travel stories by Michael Palin.

Do you have a favourite quote or saying?

Never do today what you can put off until tomorrow because you may not have to do it at all, and treat every day as your last because one day it will be!

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

Walking with Benji our little dog that Kim left us.

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

I haven't had a most interesting job but the hardest and most stressful job I had was my last one at the AA which was meeting our shop's target by selling products to people who didn't really want them. Awful!

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

The teddy bear my Nan made me for Christmas 1962. He is two feet tall has grey fur with pink velvet ears and paws and he has been beside my bed ever since!

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

My mother and father who are both no longer with us so I could get to know them better as I forgot to ask them so much when they were here!

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

A Mercedes convertible.

What talent would you like to have?

A photographic memory.

What do you most enjoy about your job?

Being able to learn a new thing or skill every day.



“Treat every day as your last because one day it will be!”

Thank you

 **4 Close Support Battalion**
Royal Electrical and Mechanical Engineers
 Prince Philip Barracks, Bullis Lane
 BORDOON, Hampshire GU30 5UE

Telephone: 01435 48 5005 Military MO21 9436
 Fax: 01435 48 5017 Fax: 94291 9617
 Email: 4CSBn-242-Dys@rme.mod.uk

See Distribution Reference: 4CSBn-Tig-GT-3011
 Date: 02 Feb 2010

Sir,

I would like to thank you for the use of CSD4 Tim Ross, (MPDGA - Dog Section 3 RSMF), members of his team and two of the working dogs Sabre and Dan.

During our exercise "Ex Maple Walk" 25-29 Jan 2010, along with the dogs, the teams enhanced our SURE training by providing a visual reminder as to the dangers Soldiers face should they need to survive, evade, resist and extract during any phase of war.

The dogs also added to the psychological impact we were trying gain prior to a short SERE exercise - although the dogs were long gone before the exercise started, the exercising soldiers thought that they were still being tracked!

They are a credit to your Unit.



D RUGGEN
 WO2
 Tig WO

DSG
 Electronics and Components
 B15, Facilities Management
 Welsh Road
 Deeside
 Flintshire
 CH5 2LS

Direct Line Tel: 01244 84 7462
 Direct Line Fax: 01244 94 7393
 DFTS Tel: 95541 7462
 DFTS Fax: 95541 7393
 Mobile: 07740 837 308
 e-mail: sue.mackenzie@dsg.mod.uk
www.dsg.co.uk



Mr K R Basham
 Group Manager
 Main Guard Service

21 January 2010

Dear Keith

Snow Clearance During Inclement Weather

During the recent inclement weather, the snow fell very rapidly over a few hours and our employees found themselves almost stranded as the exit to DSG Electronics and Components had become impassable.

The main guard staff helped to clear the snow from the entrance to enable the cars and our staff to exit our site which was much appreciated by all.

Please would you pass on our thanks and appreciation to your team for their help and support in what could only be regarded as a crisis situation.

Yours sincerely

Sue Mackenzie
 Facilities Manager



 **DEFENCE ESTATES**

Major (Retd) JDA Evans
 Commanding Officer
 Hunter Training Camp
 LANCASTER, Lancashire, LA1 4W

Date: 2nd Feb 2010

Ms Ken Smullen
 MOD Group Manager
 MOD Guard Service
 Room 135
 Building 28
 Farnborough Barracks
 Farnham
 FT2 5AA

Dear Madam,

I would like to take this opportunity to thank you and your MOD Staff based here at Hunter Training Camp for the exceptionally high standard of service that they provide. I have always found them to be polite, customer focused and very professional in the way they go about their work.

This year highlights during the recent Royal Engineer Operation (OP) Exercise for which Hunter was used as a Forward Operating Base. During this intense period Hunter was very busy with MOD and equipment coming and going at all hours of the day and night including personnel arriving at night which added to the night and weekend responsibilities. Your staff dealt with all this extra work and pressure in a very efficient and professional manner. Your staff dealt with all this extra work and pressure in a very efficient and professional manner. Your staff dealt with all this extra work and pressure in a very efficient and professional manner. Your staff dealt with all this extra work and pressure in a very efficient and professional manner.

The success of this OP was due to the excellent support and assistance provided by the MOD Staff at Hunter Training Camp. I have always been impressed with the MOD and Hunter Training Camp. They are without doubt a credit to your Service and to the Camp itself.

Many thanks

Yours Sincerely



JDA Evans
 Major (Retd)
 Commanding Officer Hunter Training Camp

for a job well done

PROTECT

**Capt TM McVey Adjt
Defence Medical Services Training Group**

Keogh Barracks, Ash Vale, Nr Aldershot, Hants, GU12 5RQ
Civilian: 01252 868844
Military: 94229 5344
Fax: 01252 868831
Military: 94229 5331
E-mail: DMSTC-HQ-ADJTSO3COORD (Mcvey, Thomas Capt)

CSO3 L Sexton
MGS

Reference: DMSTG/1202

Date: 19 Jan 10

MGS SUPPORT DURING POST CHRISTMAS LEAVE

Dear Lee

The post leave period from the 4 Jan 10 onwards was a particularly difficult period of time for all within the UK due to the adverse weather conditions. This impacted on the return to work of both military and civilian staff. It was particularly pleasing that during this period that your staff assigned to Keogh Bks made every effort to get to work and fulfil their responsibilities. In particular I would like to personally single out Mr Tim Houldsworth whose commitment to his duties was of the highest standard.

Tim opted to stay within camp during this time to ensure he could report to work in daily and this significantly reduced our concerns about having to collect personnel using the increasingly overworked MGS Duty Vehicle. His commitment to ensuring he was available and the work he completed greatly assisted the Unit at a time when manning and the daily running of the establishment was significantly compromised.

It is perhaps unfortunate that we often take for granted those staff who support the establishment on a daily basis and contribute to its smooth running. I and the CoC have the highest regards for your staff and this period of time has shown just how essential they are to the security and daily running of Keogh Bks.

Please accept my sincere thanks for your staff and your own hard work last year and also in particular during the post leave period. Also please pass on to Tim my thanks for his efforts.

Yours Sincerely
Tam

1 of 1

ESS
Support Services Worldwide

Mr Ted Harrison
Group Manager Edinburgh
MIO Guest Service
Army HQ Scotland
HQ Div
Craighead
EH20 5TN

13th December 2009

Dear Mr Harrison

I would like to take this opportunity to say how much I appreciate the First Aid assistance given to one of my team members, Wendy Respath, by Mr Shannon

Thanks to Mr Shannon's quick response and his positive and friendly approach, Wendy was soon put at ease despite having serious respiratory difficulties. Wendy was admitted to hospital on Mr Shannon's recommendation and received some excellent hospital treatment. I am however pleased to confirm Wendy has made a remarkable recovery and has since returned to work.

It is always reassuring to know we have a team of confident and well trained First Aid Officers to assist when needed. It was indeed the case in this instance. Your team clearly have got the right approach and manner to compliment their skills.

Finally on behalf of Wendy, myself and the ESS Team I would like to reiterate my thanks to Mr Shannon and to you for a First Class Team - Thank you.

Suff

Group Manager
ESS
HQ Div

From: Capt (MAA) R Reid APTC

Joint School for Adventurous Training Instructors Llanrwst
Ysgol Cymal Hyfforddiant am Hyfforddwr Anturus Llanrwst
Llanddoged Road, LLANRWST, Conwy, LL26 0DW

Telephone: 01492 640702
Fax: 01492 640702
Military: (9) 5581 7545
Fax: (9) 5581 7545

Mr Keith Basham
MGS
Group Office
60 Coast Road
Rhyl
LL18 3PN

Reference: LLAN/S/5/4/AT

Date: 8th Feb 10

Dear Keith,

LETTER OF APPRECIATION - MDGS STAFF AT JSATI LLANRWST

I would like to take this opportunity to express my appreciation for the continued support of your staff that are employed at JSATI Llanrwst. Over the past 8 months since I have been in post I have really grown to appreciate the efforts that your staff has undertaken.

There are many occasions that spring to mind that reflect their professional and dedicated Service, a few examples are; the overall attitude of the staff, their flexibility during this turbulent time of the rebuild within at JSATI and their assistance in maintaining the pathways during the recent winter conditions, there are many more. Despite the rules and regulations relating to the MGS policy on meal breaks, the majority of your staff remain within the centre even though they are entitled to leave the centre; this is a reflection of their professional responsibilities.

Once again, thank you and your staff for their continued support.

Regards
Russ



Foundation Courses

By Tony Jackson, Hd of Guarding and Security Training Centre

G&STC has completed a further four Foundation Courses, which have been attended by students from various Regions, bringing with them a wide range of skills and experience.

One thing that is common across all courses we deliver is that, once settled into the learning, all students grow in their willingness to add to the class, share information of their personal experiences (some of which could not be mentioned outside of the classroom environment) and gel as a team.

It is always encouraging to see assistance being sought and given freely throughout the courses from the students; assisting one another and spending time out with the classroom to ensure new skills are achieved and demonstrated.

G&STC has plans for three further Foundation Courses for this training year and we look forward to welcoming our new colleague as they attend.



Training The Gibraltar Guard Service

Steve Rudd MGS Trainer

Starting in September 2009 for a period of eight weeks MGS trainers Steve Rudd and Karen Christian from the Guarding and Security Training Centre were tasked with delivering training to all the Guards in the Defence Guard Service, Gibraltar following a request from the recently appointed Head of the DGS Dennis Palmer.

The Gibralterian Guards have recently changed from Industrial to non industrial civil servants with terms of service in line with the MGS. They all live in either Gibraltar or in Spain and work closely along side the Gibraltar Defence Police who are similar in make up to the MDP.

Four Supervisors (termed Senior Security Officers) and 30 Guards (termed Security Officers) were given formal training in total. Their length of service ranged from established employees with many years' service to newly recruited Guards.

Week One saw training delivered to the Senior Security Officers (see photo). This included the following subjects: Roles and Responsibilities, Standards, Customer Care, Access Control, Patrolling, Health and Safety, Fire Awareness, Searching, Breaches of Security, Notebooks, Occurrence Reports, Communications, PARs and Discipline and Restoring Efficiency.

The following weeks consisted of delivering all the above except D&RE

to all the newly appointed Guards. Following this the established Guards were all given a two and a half day refresher package covering their main areas of responsibility. Additionally, all the DGS and approx 20 Police officers also received First Aid training. Karen and Steve were impressed with the DGS enthusiasm, commitment and willingness to learn and without a doubt are an asset to the MOD on the rock.

Both Karen and Steve enjoyed their time in Gibraltar and wish to thank Den Palmer, all members of the DGS Gibraltar and their Gibraltar Defence Police Colleagues for their kind hospitality. Unfortunately for Karen she got stuck in Gibraltar for two days due to adverse weather conditions in the UK!



SSO Steven Crome, CSO3 Steve Rudd (MGS Trainer), Head of the DGS Gibraltar Den Palmer, SSO Glen Torres, SSO Susan Hardy & SSO Tyrone Martinez.

Managers' Workshop 26th February 2010



Back Row L to R:
Maureen Anderson,
Peter Johnson,
Bill Cumming,
Kevin Graham,
John Egan,
Dave Gibbs,
Mike Brailey,
Steve Rudd;

Front Row L to R:
Deborah Hale,
Ron Peacock,
Sandy MacCormick,
Mike Mundy,
Jim Love.



A Defence Policy Seminar Experience to Share

By Simon Ruddick CS02 Region 5

In July 2009 I was asked by my Regional Manager, Kathryn Malough, if I would like to attend the Defence Policy Seminar. Kathryn explained to me that it would serve as a great learning opportunity and she also felt that I would benefit from the experience.

My three days in London were in October 2009 and it soon became very apparent that the seminar would be extremely interesting for a number of reasons. The seminar objectives were to:

- Describe those factors which influence the UK's interests and its international relations and how these affect defence policy
- Understand the reasons for the evolution in the UK's defence policy since World War II
- Outline the planning for the main roles, resources and commitments of the UK's Armed Forces and their major constraints
- Explain the key roles of NATO, the European Union and the UN and their importance for UK defence and security
- Understand the potential risks to UK security and the role of intelligence in averting them
- Identify the factors underpinning UK deterrence
- Describe the principles of Defence Communication and MOD's interface with the Media
- Outline the factors governing MOD's Business Change Management.

I found the entire three days fascinating, informative and in some respects eye-opening. The subjects were brought to life by the presenters who were all experts in their field and directly involved with the subject brief.

The subjects discussed brought alive defence issues in a way that I have never experienced before. An example of this was my opportunity to work within a group to agree a collective briefing for a government official based on a hypothetical scenario.

This sounds straightforward, but I can assure you it's not, as all present held a different opinion which of course led to debate but also brought a consensus.

The end product was then examined by a subject expert giving their view on how well the team did, or in our case, how far off the mark we were! The important thing was that I was able to use a number of core skills in a way I had never done before, such as communication skills, working in a team, exercising sound analysis and judgment which I have developed over the years but never really thought I might use outside the MGS context.

I would recommend the seminar to anyone as it provides a deeper understanding of defence, and how the relationship between defence and the rest of government works but more importantly provides an opportunity to exercise key skills in a different and challenging environment!

MGS Supervisors' Workshop - The Pilot

by Sarah Cook L&D Manger

The Pilot of the MGS Supervisor's Workshop took place at Guarding & Security Training Centre (G&STC) Wethersfield in November, with 15 students drawn from all MGS regions attending.

The 4 day workshop was introduced following an analysis of the training needs of MGS Supervisors in the MGS Corporate Structure. The workshop also aims to ensure a consistency of approach and standard of supervision within the Organisation and in that respect it is aimed at both new and existing MGS Supervisors.

Overall the students considered the pilot a success with all students who commented considering that the course either fully or partially met their individual learning needs. Some students commented....

"Overall a very useful course, very informative and interesting"

"The course partially met my needs as a lot of it was not new to me. However, to a new or old CS04, it would fully meet the needs and be very useful."

"A must for all CS04s and CS05s who wish to advance"

Following the conduct of a full review of the pilot which took into account the students' daily evaluations and comments, some changes to the workshop were made and have now been incorporated in the subsequent workshops. Work is now also underway to convert Day 3 of the workshop which

is currently a paper based Operational Scenario Exercise into a fully immersed multi media training environment – so watch this space for more details of its progress.

Finally a special thank you to all involved in the pilot, including of course, the 15 students, for making the workshop such a success.



Christina Clarke, Gary Weaver, Anthony Ayling, John Laurie, Scott Lister, Kenneth Orchard, Daniel Fishlock, James Byrne, Jennifer Dearlove, Roger Howard, Robert Tahany, Brian Moore, James McGhee, Richard Barnett, Richard Barnett
Front Row: Mark Allen, Karen Christian, Trevor McKinnon, Mark Murphy Ian Kerr.

Training Days

By Rachael McEwan

Current restrictions on Travel and Subsistence have had an impact on the delivery of Learning and Development within the MGS. Innovative approaches to the provision of L&D while maintaining a grip on cost are needed. Readers may therefore be interested in a recent initiative in Region 2 which met the training need but also kept a tight control on cost.

Following a number of requests from Group Managers for Core Competence training the Region 2 Management Team set about exploring alternative methods of achieving the aim, without incurring large amounts of T&S.

A number of telephone calls later and Group Managers Gary Dodd and Nicola Hutchinson, had identified a possible venue. With assistance from a number of people and guidance from Budget Manager, Meg Higgins, a plan was developed subject to financial approval.. The Business Case and Training Plan, which envisaged the use of mess accommodation and pool car sharing were prepared and with the full support of Regional Manager, Mike Cairns, were submitted to HQ. Within a few days they were returned approved and then it was full steam ahead arranging an event at Strensall in February.

The full Regional Management Team was behind the idea and it received overwhelming support with only a few unable to attend due to prior commitments. Also invited were Lisa Deverson, RTO London and Trevor McKinnon, MGS B2CD&C from HQ both of whom had a full active role to play. With accommodation at bursting point and feeding arrangements agreed it was now down to the attendees to make it a success.

The first session included a presentation on the Bilateral process and a look at a proposed workbook for use in gathering data across the Region. Facility Time was another topic that caused some debate and the law updates also proved to be cause for discussion. The session the following morning included some role play and Team Building which was something to behold and those present will long remember Ian Donaldson's portrayal of a saboteur.

The intervening evening was also a major success in terms of team building activity with self financing entertainment including a quiz with our very own quiz master Derek Hay with prizes and above all a good old fashioned time to put the world to rights and exchange tales, most of which were undoubtedly exaggerated. The highlight

of the evening was possibly the game of Velcro darts! Amazing how much fun a £1 toy can generate and deliver some important messages on team working and equality and diversity..

It was heartening to see in such austere times just how much the team pulled together and without this camaraderie it would not have been such a success. The acceptance of the accommodation, which, though Spartan was actually quite good and the excellent food went a long way in making sure the event delivered its objectives and established a model for future events. Readers will not be surprised to hear that we are hoping to repeat in July providing we can secure the same venue. A big thank you must go to Colonel Brawn (Commandant of Strensall) and his staff, without whose permission it would not have been possible.

Already subjects and topics for training are being considered, the Quiz being compiled and of course suitable prizes acquired. (Any donations of straws and rolled up pieces of paper for our own World Cup blow Football Tournament will be greatly appreciated). So here's to July and another successful training session.



MGS And MDP Officers Raise Money For Help For Heroes

By Kenneth Woodhouse

Karen Woodhouse (CSO5) from MGS, DSDA Bicester and her husband MOD Police Constable Ken Woodhouse from RAF Croughton, did a sponsored diet from midnight 1st September 2009 to midnight 1st January 2010 for Help For Heroes. In that time Karen managed to lose 16lb, and Ken lost 18lb, (not bad with Christmas as well). Although the sponsorship has finished they are continuing with the diet.

The Grand Total for the sponsorship is a fantastic £1,438.56. Karen and Ken have also sold Help For Heroes' merchandise, such as wrist bands and lapel pins etc, totalling more than £230, and this is ongoing.

Both Karen and Ken would like to give a huge thank you to everyone who supported them.

Retirement of MGS Officer Terry Baker

By Alex Brady CSO3 MGS



Pictured are from left to right: SSU RSM Graham Hight –Norman Leitch, CSO4, Terry Baker, CSO5, Alex Brady, CSO3 and SSU 2IC Major Les Lewis.

Terry Baker a CSO5 retired on 9th November 2009, having served in the MGS for more than 16 years. He was first employed at DERA in Farnborough where he said he was guarding the Nation's secrets.

He then advised me that after DERA started to reduce the workforce he transferred to the Royal Military Academy Sandhurst and (in his words) has carried out good duties, especially when the Royal Princes, Harry and William, were going through their Army Officer Training at the Academy. He also pointed out to me that his proudest ever moment was when he and his wife Madeline were presented to her Majesty the Queen and Prince Philip.

I then had a short discussion with Terry and asked what the future would be holding for him. He explained he was going to travel into Europe especially Italy, and then relax. He will then be trying his best to better his fly fishing and walk a lot. The last and more important thing that Terry is going to achieve is spend a lot of time with his grandchildren.



Photo 1



Photo 2



Photo 3



Photo 4

THE WAY WE WERE

By Annita McKay, Editor

Some time ago I asked for photographs of MGS in past times. I didn't get too much of a response; however, published here are some of the photographs of the dog section at UKHO that I got from David Lickman (CSO3), thank you David.

Photograph 1 was taken around 1984, photo 2 and 3 about 1990 and photo 4 around 1988.

Do you know who these people are, are you in these photos or even can you do better and produce more pictures of MOD guards in their various uniforms? I would be delighted to publish any photographs that are of sufficient quality so start searching in the attic, see if you can do better!

Richard Gale Retires

By Brian Cropper Group Manager

Mr Richard Gale has served with the Blandford Garrison Ministry of Defence Guard Service (MGS) since its formation in 1992 having worked as a messenger and Patrolman at Blandford for the previous five years. As a CSO4, Shift supervisor, he took the lead in the early days of the MGS fulfilling all the organisational and administrative duties, pending the establishment of a Group Manager post at the camp.

In August 2000 he was awarded the ATRA Tie and Pin of Merit in recognition of his dedication and exceptional competence in charge of security staff at Blandford which was 'above and beyond the normal call of duty'. Throughout his tenure at Blandford he has displayed a professional and positive attitude.

His retirement will allow him and Barbara to spend more time with their three children and seven grandchildren, as well as giving him the opportunity to continue to develop his artistic talents.



Photo: Richard receiving his commendation from Commandant DCCIS Brigadier Watts.



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.

MGS HQ Blog,
c/o Annita McKay,
Room 107 Building 1070,
MDPGA HQ Wethersfield
Braintree
Essex
CM7 4AZ.

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 1 September 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@mdpga.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 BT: 0141 224 3538 Mil: 94561 3538
& Linda Gilmour

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@mdpga.mod.uk
Mil 94331 2305/3602

London: Miss Lisa Deverson 0207287604 Mil 9621 7604

The trials & tribulations of some Coulpport golfers

By Dusty Miller



Bounce Jim McCallum, Del Shannon, Dusty, Davie Meehan, Steve Easto & Mick Williams

In September last year Mick Williams (RNAD Coulpport) and I ventured south to represent the Scottish Region in the National Civil Service golf finals at Forest Pines near Scunthorpe.

We broke our journey by visiting the Newcastle area to inspect some of the venues for our next Jolly Golfers venture and to take in a local golf course – at the Matfen Hall Hotel and Golf Complex – on the way.

Arriving mid afternoon we took advantage of some dry weather which had been in limited supply around that time to test ourselves on the excellent Matfen golf course.

After breakfast the following morning, our journey south was long and arduous. However Forest Pines eventually loomed large as we arrived at the hotel just after lunch. That afternoon was a team competition between the four home nations playing stableford rules. With the Scottish team being a man down before we even started, it was a somewhat futile exercise for us, but that should never be an excuse not to play a round of golf.

The following day two rounds over the Forest Pines courses in atrocious weather awaited us. The offer of a hot drink at the ninth hole was barely enough to get me to the 1st tee. However the offer of something free eventually

persuaded me to make the effort. In wet and increasingly windy weather the event became more of a trial than a golfing extravaganza but both Mick and I managed to return reasonable 1st round scores of 78 on the par 73 Pines course.

The afternoon rounds on the Beeches course started in almost hurricane conditions (OK, slight exaggeration). This made it a bit of a struggle, trying to keep the ball on the short stuff and with a view to a green which didn't have a tree in the way. After grimly hanging on for 13 holes, my round and event eventually came to a shuddering end with one pro V in the long grass and a second in a thicket. Mick on the other hand, much like the windy day at Kinross when we qualified, was fair storming round the course putting everyone else to shame with a 6 under par 67. So it was with an excellent total of 145 Mick won the British Civil

Service handicap championship by a massive 5 strokes to become the 2009 British Civil Service Handicap Champion.

The following morning we departed on what was to become the second leg of our golfing festival. Mick dropped me off in Edinburgh just in time for me to meet up with the team from the castle, before we ventured north to Inverness the next day.

I met Del Shannon at Craigiehall on a rather dull Saturday morning before heading towards Perth and Bankfoot in particular where we waited for Mick and the chuckle brothers to turn up as had been previously arranged for 10am. After eventually phoning King Kenny I discovered they were still some distance off as Mick with his sat nav still very much in its box had somehow managed to take the Aberdeen road and to make matters worse King Kenny had him returning via Perth city centre, the logic of which being only apparent to Kenny himself.

They eventually caught up at Pitlochry and we headed north in convoy, arriving in Inverness just after lunchtime. After depositing our bags at the Inverness Tourist Hostel, we headed to Loch Ness golf club to play in their Gents Open.





King Kenny with the Loch Ness scoreboard

Arriving in good time we were met by Big Brian Urquhart (Fort George), and decided to have some lunch before heading out to the course just in time for the heavens to open once again.

I shall not bore my readers with the trials and tribulations of the day. Suffice to say Mick did his usual coming in with a decent score of 73. As his only real competition was King Kenny, Mick spent a good while waiting patiently at the 18th green for Kenny to arrive, to see if he had beaten his score. It pains me to say it, but he hadn't. I shall not embarrass the other Jolly Golfers present by announcing their scores but I scored 80,

Jim McCallum 85, and Stevie Easto (the new Meeky) 83. Del Shannon and local hero Brian Urquhart both submitted scores whilst Bounce and Meeky didn't.

The following day was drier but the hoped for Indian summer was still not showing any signs of arriving in the northern reaches of Britain. At least today the waterproofs could be left in the car for once, which considering they had hardly been off my back for the last week was a blessed relief.

Everyone met at the clubhouse for an excellent breakfast which set us up nicely for the day ahead. We had split the MGS into two teams. Team A consisting of Davie Meechan, Mick Williams, Jim McCallum and Stevie Easto were the first to tee off in the 2009 Harry Shearer Memorial Trophy, with the MGS B team of King Kenny MacLeod, Del Shannon, Bounce Greig & myself following on behind in what this year was a Texas scramble format.

Now I can't really pass comment about the A team's performance (wasn't there you see), but the only thing that really mattered that day was not letting them finish ahead of us in Team B. Normally, I'd have been full of optimism, but after a week of almost constant golf my body by then just wanted to go and lie down, whilst King Kenny was quite clearly still under the impression he was still in Hootananny.

As for Bounce and Del, well let's just say they were present. We manfully struggled on somehow managing to turn only one over, which considering how appalling we all were was no mean feat. Needless to say we didn't finish near the top end of the table. The only saving grace from our point of view was that the A Team only managed to finish three strokes better off than us.

The Harry Shearer Memorial Trophy went for a second year, quite easily, to a home town team. It was however very pleasing to see Christine, Harry's partner along with his family turn up to say hello and present the prizes.

Further thanks must also be made to Neil Hampton the Fairways secretary who has done so much to make all the MGS golfers very welcome, and before I could even get out of the place was already making plans for next year's event. I would like to say many thanks to all those who once again made the effort to go to Inverness. It is a long way to travel but the hospitality we receive from the Fairways Loch Ness golf club more than makes up for any inconvenience we may perceive concerning the distance involved.

I would like to make it known that this event is open to any MGS golfer. If anyone is interested in taking part in this year's Harry Shearer Memorial, which is scheduled to be on Sunday 29th August. Please contact either Neil Hampton on neil@golflochness.com direct or you can contact me on dusty@jollygolfers.co.uk or via dusty.miller856@mod.uk.



Scottish MGS
HARRY SHEARER MEMORIAL TROPHY

Sunday 29th August
AT
Loch Ness Golf Club, Inverness

18 holes stableford
Entry fee **£50**

For entry forms & further details, please contact either Mick Williams, RNAD Coulport 93254 6434 or Dusty Miller HQ Edinburgh Garrison 94740 5061/5062 or dusty.miller856@mod.uk or via our web site www.jollygolfers.co.uk

Any MGS officers requiring accommodation, please contact Dusty Miller on 94740 5061/5062 or 0783 352 8646

Mick Williams with National CSGC Trophy





Even VIBs have to book in at Blandford

Wednesday 11th November 2009 was a special day at Blandford Camp, Dorset, when they had a visit from a 'VIB' Pudsey Bear. Pudsey was raising money for "Children in Need" but even he needed to book in at the gate.

First of all Pudsey met the 2 MPGS who were at the gate and then had to have his pass examined by John Allan, a CSO4, at Blandford. Off he then went to the Admin Office where Gemma Sant ensured his pass was pinned on correctly before proceeding to the CSO3's office to help Brian Cropper with his paperwork.

