

Flashlight



The Newsletter of the Ministry of Defence Guard Service

Issue 39



Farewell Sandy

Spring 2011



Farewell Sandy

Head of Profession Sandy MacCormick has retired after what he has described as 'a roller coaster ride' during the seven years since he took over the helm of the Ministry of Defence Guard Service.

In his farewell letter (see opposite) Sandy recalled that he had been recruited initially 'to bring the MGS to a position from which it could compete on level terms with commercial guard forces', but that a number of factors had intervened since then to prevent that goal from becoming a reality.

However, he concluded: 'I have every confidence that every one of you in the Ministry of Defence Guard Service will continue to deliver your best for the organisation and for the Department as the future unfolds.'

In a valedictory message from the Chief Executive of the Ministry of Defence Police and Guarding Agency (see page 3), Steve Love writes of Sandy's tenure as leader of the MGS: 'Under his leadership, the Guard Service achieved the National Security Inspectorate "Gold Standard" accreditation which means that the MOD's in-house Guard Service now meets or exceeds all the most rigorous standards of the professional commercial guarding industry.

'This is an achievement of huge significance to the Guard Service and marks the successful culmination of the last seven years of Sandy's work.'

Sandy's retirement has been marked in a number of ways around the Agency, including a Dine Out in March

at Grantham Officer's Mess, where members of the MGS Management Board joined together to pay tribute to Sandy and to make him a presentation of a silver quach and a good bottle of whisky to christen it, from them all (see main picture above).

“This is an achievement of huge significance to the Guard Service and marks the successful culmination of the last seven years of Sandy's work.”



Region 4 – Dine Out with Sandy MacCormick OBE

By Sonia Catchpole,
Admin Support Clerk

On the evening of Tuesday 1st March 2011, at Royal Logistics Corps Officers Mess Deepcut a number of Region 4 MGS Managers and Support Staff joined together to Dine out Sandy MacCormick and to make a small presentation from them all.

The evening started by all meeting in the bar in the Mess, where the socialising

took off apace. We were then formally invited to the dining room for dinner, where we partook in an extremely delightful four course meal.

After the meal the Regional Manager thanked Sandy for his support and dedication to the MGS, MDPGA and the Region during his time in office. Sandy was presented with a boxed bottle of

Vintage Bordeaux 2002, the Times Newspaper from his day of birth and a card signed by many members of staff from Region 4. Sandy then made his own speech where he thanked us all.

The evening continued back in the bar where a lot of laughter could be heard long into the night, a good evening was had by all.

A message from the Chief Executive

Sandy MacCormick has been Head of the Ministry of Defence Guard Service for seven years.

Sandy was a Royal Marines officer for more than 30 years, rising to the rank of Colonel and finishing his service with a tour in the Directorate of Defence Security.

In 2004 he became a civil servant, taking over the MGS as a newly vested organisation of some 3,900 security personnel. To him fell the enormous task of bringing together and unifying the many disparate MGS units, defining common standards of recruitment, operation, training and deployment, and then building a viable unified guarding service from the component parts which he inherited.

This task has involved setting and achieving professional standards, comprehensive training and retraining, equipment and uniform, stabilising the inherited budget shortfalls, restructuring the management, and above all else creating an ethos, unity and sense of purpose for which his Royal Marines background was invaluable.

All of this has been achieved in a particularly challenging environment and has required persistence, hard work and a genuine commitment and determination to meet Defence needs in the critical but sometimes unappreciated field of guarding.

Under his leadership, the Guard Service achieved the National Security Inspectorate "Gold Standard" accreditation which means that the MOD's in-house Guard Service now meets or exceeds all the most rigorous standards of the professional commercial guarding industry. This is an achievement of huge significance to the Guard Service and marks the successful culmination of the last seven years of Sandy's work.

Sandy's passion and resilience to see the job through are above and beyond even what we would expect of someone in his position and his achievements were justly recognised by his OBE in the New Year Honours list.

Sandy has however been more than the leader and the driving force of the MGS. He has been part of the soul, inspiration and character of the MDPGA as a whole, since its incorporation in 2004 and through all its ups and downs since. He will be missed.

Sandy ; you have done us all proud. All the best for the future.

Thank you

Steve Love

CE MDPGA

Farewell Letter From Head of Profession

For me, the thought of retirement changed from a distant, unimportant event to a more immediate reality as I approached the end of my military career. The reality of retirement was pushed a little further to the right when I was selected for this appointment, but I had by then decided that the age of 60 was to be my aiming mark. I had decided that, barring some unforeseen circumstance, I would retire from the Ministry of Defence at 60 and move on to doing something in which I would be my own boss.

Well, that moment has now arrived as I reach my 60th birthday at the end of March and I will be retiring (or resigning with pension as I think we now have to call it) on 5 April 2011, the last day of Financial Year 2010/2011.

The date is to some extent a happy coincidence. I'm sure you will all have heard about the Agency Headquarters Review that is underway, that will establish the future management structure for the MGS from the Area HQ level upwards. One of the savings measures identified for the Wethersfield HQ is to gap my appointment from 1 April 2011, so I would have been writing a farewell letter, albeit in slightly different terms, even if I hadn't been retiring!

From my perspective, it has been a roller-coaster 7 years. I was recruited to bring the MGS to a position from which it could compete on level terms with commercial guard forces. Unfortunately, instead of concentrating on that goal, I had to deal (along with the whole organization) with a systemic underfunding position from the outset, and subsequent events over the years (Closing the Gap, PR09) have prevented that goal from becoming a reality.

The future is more uncertain now, following the Strategic Defence and Security Review and PR11, than it has been for many a year and I know how anxious many of our people are as they contemplate their own future. That said, I am certain that our staff are better trained, more professional and better able now than at any time in the past to face the challenges of the future, whatever may transpire. I have every confidence that every one of you in the Ministry of Defence Guard Service will continue to deliver your best for the organization and for the Department as the future unfolds.

I wish you all the very best of good fortune.



A W MacCormick OBE



members of HQMGS presented Sandy with a caricature and other gifts



DBR visit to Region 2 HQ and Catterick Garrison

The Director Business Resilience (DBR) Mr Mark Preston started his visit 'up North' on the morning of Wednesday 9 February at the Defence Vetting Agency (DVA), Imphal Barracks York. In the early afternoon Mr Preston moved across to the MGS RHQ where he met and chatted with Mike Cairns, Regional Manager and some of the MGS Regional Team before being escorted by Nicola Hutchinson, Group Manager to the MGS Information Centre. Here he spent quite a bit of time talking to the duty MGS Officers before having to leave on his travels.

Escorted by Mike Cairns he was soon on the move heading 'further North' to the infamous "Brambles Farm" in Middlesbrough where he was met by Julia Rouse & Matt Triggs the Catterick Garrison Group Managers and Robin Simpson, the duty MGS Officer.

Mr Preston was very surprised at the fact that "Brambles Farm" wasn't actually situated on a farm as he'd first perceived, but was located in a large industrial area in the centre of Middlesbrough. He was given an in-depth tour of the site by Kevin Yarker and even the tumbleweed was not overlooked. In Mr Preston's own words, the visit was "was a real eye-opener" and he was very much relieved that we had organised accommodation for him in the Garrison Officers' Mess rather than having to over-night at Brambles Farm.

That evening the Regional and



Catterick Managers met Mr Preston, taking the opportunity to hold in depth informal discussions on a variety of MGS topics.

The following morning Mr Preston, accompanied by Mike Cairns had a full itinerary around Catterick Garrison. This started with meeting Andy Bloxham, MGS Area Manager and an office call on Col Nick Millen, the Garrison Commander and Maj Fiona Gray, the Garrison Security Officer. They gave Mr Preston an insight into the security concept of Catterick Garrison and commented on how positive the MGS and MPGS work together to alleviate staffing issues. Mr Preston then briefly spoke to Paul Tuite and Tony Whittingham the MGS Officers who were on duty at the Garrison HQ.

From there it was over to the Infantry Training Centre where he met and discussed issues with Maj Dave Hall MBE, ITC Security Officer, WO2 Mal Shepherd and SSgt Dobby Dobson MC from the MPGS contingent;. This meeting





re-iterated how the MGS and MPGS work well together and actively support each other at both ITC sites. Mr Preston enjoyed his visit to Vimy & Helles Bks where he met MGS Officers, Babs Mason, Mark Blair and Sam Atkins who recounted anecdotal stories from their numerous years of service and experience at both sites.

During a quick windscreen tour of the Garrison, he stopped briefly at the Duchess of Kent Barracks (formally a hospital which still houses the NHS out of hours emergency Doctor) and spent a few moments chatting with MGS duty personnel Seamus Whittaker and Jackie Downs.

It was full steam ahead to keep an important lunchtime appointment at the Garrison Golf Club of an ISM presentation where he was joined by the other MGS Group Managers from Area 1; Ian Donaldson, Terry Ord and Andy Lewis.

Mr Preston had kindly agreed to present the Imperial Service Medal to Mrs Wendy Bishop, formerly the Area 1 Business Support Officer. Wendy had worked in the MOD from 1982 – 2010 in various administrative roles and finally decided to resign last year to “become

the family taxi driver” to her children and stable hand to “Charlie” the family pony, Wendy was joined at the presentation by friends and former colleagues.

Following lunch Mr Preston was taken through the stunning scenery of the North Yorkshire Dales to DTE Wathgill, part of the Garrison footprint, where he met Maj (Ret’d) Mark Flecchia, Camp Comdt and the Duty MGS Officer Mark Sanders.

Having met with the ITC MPGS in the morning, it was then back to Catterick Garrison for Mr Preston to meet with SSgts Mick Rankin and Mark Dornan of the Garrison MPGS Company who gave Mr Preston an overview of their role and responsibilities.

Last but by no means least he headed to the MGS Area HQ to watch an impressive MGS Dog Demonstration given by “Sasha” a very aggressive working dog and Handlers Gary Claxton and Gary Jefferson. Also in attendance was John Warbutton the Dog Evaluation Officer who was ‘straining at the leash’ to give Mr Preston an insight into the capabilities of MGS Dogs and hopefully he came away gaining a new respect for our canine colleagues.

The initial feedback received from Mr Preston’s visit has been very positive. He gained a lot from the

visit and using his words, ‘it definitely helped to bring his policy work to life’, illustrated the ground truth of single-manned posts – but gave him a reassuring feeling that there are capable and committed people on the ground who will work together to make the best of whatever resources and policy the Head Office, TLB/Agency HQs are able to provide. He was very impressed with the professional attitude of the MGS staff and looks forward to meeting up with them again in the future.



Obituaries

Peter Anthony Micheal 'Mickey' Finn

By Angie Irving, Aldershot Group Manager

On Monday the 18th October 2010, Mickey Finn dear friend and colleague of ours past away following a battle with cancer and other related illnesses at the age of 59.

Mickey joined the MGS on the 30th November 1992, and then quickly became part of the Garrison's furniture. Also he became an active member of the PCS Union, where he had been the Branch Secretary as well as the MGS Representative, within this time he had many heated discussions with Management which frequently resulted in a lot of laughter emanating from the room and from both sides!

Outside of work Mickey was a bit of a computer wizard on the side, where he enjoyed rebuilding computers from

scratch. On his business card and personal e-mail address he called himself the 'Little Fat Wizard'.

During his time with the MGS he commented on many Dog Demonstrations, where their signature tune was 'Who let the dogs out' he was known for his Northern Accent and using his humour during these demonstrations.

He has been survived by his wife Christine and daughter Kelly to whom we all send our deepest sympathies, Mickey will be sadly missed not only as a work colleague but also as a very good friend to many of the MGS staff and other personnel within Aldershot Garrison.

James 'Jimmy' O'Rawe

It is with great sadness that we report that the funeral service for James (Jimmy) O'RAWE was held in Aldershot on 14th January 2011, writes Mrs Sonia Catchpole, Admin Support Clerk, Area 2, Region 4.

Jimmy retired from the MGS in Sept 2008 and moved to a life of sun in Cyprus with his wife.

Sadly shortly after moving he was diagnosed with a terminal illness and he lost his battle just after Christmas 2010.

Jimmy worked in Aldershot Garrison for many years, and was and still is sadly missed by all.

His funeral was attended by his friends and former colleagues as well as ex-servicemen of the Parachute Regiment.

We extend our deepest sympathy to his wife Janice, 2 sons and their families.

Andrew Bradley

By Aaron Buckingham
of MOD Main Building

It is with regret and deep sadness that I announce the passing of Andrew Bradley who died in his sleep on December 28, 2010, after battling cancer. Andy worked at the Royal College of Defence Studies in London and had been a member of the MGS since its formation in 1991. He will be sorely missed by his friends and colleagues.

MGS at HMS Sultan Receive Commendation From the Commodore

The Commendation reads:-

Ministry Of Defence Guard Service (MGS) HMS Sultan.

I have been most impressed by the MGS Team in HMS Sultan. Responsible for the provision of unarmed guarding of the establishment, their duties include access control, foot patrols of the sprawling site, and providing support to the duty personnel in the event of an emergency.

They consistently conduct these duties in a most enthusiastic, efficient and courteous manner. They are often required to work long, unsociable hours, frequently in unpleasant weather conditions, and even while suffering severe gapping across the department have not failed to deliver. I have received many compliments on their professionalism from visitors to the site.

Their loyalty and positive contribution has been unwavering, throughout the recent extended period of



In the Photo is Messrs Brain, Goodman, Smith, Wardle and Hiom. The Commodore is Commodore Slawson ADC CO HMS Sultan.

uncertainty regarding the future of HMS Sultan and, more recently, the long awaited review of guarding within the UK.

The Ministry of Defence Guard Service team at HMS Sultan are fully deserving of a Commodore's Team Commendation for their sustained and enduring contribution to the establishment.



Guards Receive Commandant's Commendation

By Simon Brewer, Group Manager

On 3rd December 2009 John Gaffney and Tony Huntington, were on access control and desk duty respectively at College Town Gate, the Royal Military Academy Sandhurst. A vehicle arrived and the passenger stated that he would like to book the driver in as a guest to the Academy, so the vehicle was instructed to park up and enter the guard post, as per standard procedure.

The passenger came in on his own and attempted to use the driver's driving licence to book the driver in, without the driver actually coming in to be put through SISYS, so Tony Huntington requested that the driver come in as well. The passenger seemed very agitated at this and tried to argue about it; however, Tony stood firm and the driver was eventually brought in.

At first Tony had difficulty understanding the driver and put it down to him being Nepalese; however, the ESS SISYS clerk, Nepalese herself, also could not understand him. Both MGS officers were, therefore, concerned that the gentleman had been drinking and driving, so they informed the Guardroom, who sent the MOD Police down to the gate.

The MDP breathalysed the driver, though this also proved to be difficult as the driver was not happy at being asked to do so, and found him to be over the legal alcohol driving limit. Thames Valley Police were also called as the vehicle had been driven on a public road - they attended the scene, breathalysed the driver again and then arrested him, before interviewing John Gaffney. Due to the quality of the statements provided and evidence given, a conviction was secured - Thames Valley Police stated that without the statements, the prosecution of the driver would have failed.

As a result of their actions, Major Les Lewis, Unit Security Officer, put John Gaffney and Tony Huntington forward

for a Commandant's Commendation and both were selected to receive them. On a bitterly cold and wet Wed 15 Dec 10, during Commandant's Parade, John and Tony were presented with their Commendations by the Commandant himself, Major General Patrick Marriott CBE. Ian Hunter-Jaap, Area 2 Manager, Region 4, and Simon Brewer, Group Manager for the Royal Military Academy Sandhurst, were also invited to watch the Parade and presentation of the Commendations. John Gaffney was accompanied by his wife, Sue. Following the parade, there was a reception held in the Old College where Maj Gen Marriott personally spoke to the recipients of the Commendations and again thanked them for their actions.





Thank you

UNCLASSIFIED



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To: Cdr P Murnane
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Please reply to:

Our Reference:

Date: 1st December 2010

Cdr Murnane
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HMNB Portsmouth

FESTIVAL OF CHRISTMAS 2010

Reference:

A. Festival of Christmas 2010 - MGS

1. During the period of the Festival of Christmas 2010, I was on duty and onsite for the entire event and during this time was witness to the conduct of the MGS on duty.
2. On Friday the 26th November, there were approximately five thousand visitors to the Festival. Mr Den Jarrett one of the MGS Management team was onsite to ensure that the MGS were aware of their requirements over the Festival period, thus ensuring that the first day of the Festival ran smoothly.
3. On Saturday the 27th November there were approximately ten thousand visitors to the Festival. During this time there was a Naval wedding at St Anne's Church and a medical emergency onboard HMS VICTORY, which required an ambulance onsite. On Sunday the 28th November, there were approximately six thousand visitors to the Festival. There were two medical emergencies both requiring an ambulance onsite, one at Action Stations and the other on HMS WARRIOR.
3. Over the Festival weekend, the MGS behaved in a both professional and courteous manner at all times. They ensured all the wedding guests that entered Victory Gate on foot, including the Groom were allowed entry/exit through College Road gate in a timely manner. The wedding guests entering the Naval Base by vehicle through Unicorn Gate were also allowed entry/exit without any dispute. The MGS were also quick to open gates and cordon areas to allow ambulance entry where required whilst ensuring public safety was maintained at all times.
4. All gates were manned efficiently, including the temporary Jago Road gate. MGS post rotation was carried out quickly and effectively ensuring the security of the Naval Base was maintained at all times. CS04 Gary Weaver was responsible for these actions as he was the MGS supervisor over the weekend. His conduct was exemplary over the Festival weekend and should be applauded.
5. There were a number of issues over the Festival period and I was called upon a number of times over the weekend. When actions were delegated to the MGS, they all reacted without question and in a calm and professional manner ensuring that any disruptions to the Festival were kept to a minimum.
6. The following MGS were on duty for the Festival of Christmas and I would like it to be noted that all named staff were not only a credit to the Naval Base but also a pleasure to work with.

CS03 Den Jarrett
CS04 Gary Weaver
CS05 Phil Bowler
CS05 Peter Gilbert
CS05 Alexandra Fox
CS05 Scott Tomlin
CS05 Lee Hall
CS05 John Merrikin
CS05 Adam Bateman
CS05 Oliver Ansell
CS05 Daniel Hill

Kind Regards

Jo Tideswell
Establishment Counter Terrorism Officer
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Defence Equipment & Support

DOCUMENTCLASSIFICATION

Letter from David Swaithe *former member of the MGS:*

Still being in receipt of Flashlight may I commend on an excellent informative Newsletter. I have found the articles most interesting and it continues to make me feel that I am still part of the Organisation. A great article from Paddy Brennan, quite a lot of truth in there!!! As for Spot the Hazard, well, the main one there was sat right in the middle!!!!!! Don't mean it really Derek!!

The article that was of most interest to me was the presentation of the ISM (CS) to John Baker, who I would like to congratulate on his achievement. I started my initial career with the MGS at South Cerney in February **1993** and John was already the CS04 Supervisor. Not long after I completed my 12 months 'probation' period in **1994** John had decided that he wished to revert back to CS05, for the reasons you stated. The post was advertised and I applied and was successful. I then took over from John in about **May 1994** for about 8 months when the initial post of CS03 was established at the then DERA Sites at Malvern, Pershore and Defford. I applied and again was successful and took up office at Malvern in Mid **1995**. After 12 months at DERA an IO(P)2 post was advertised at MOD PE Abbey Wood in Bristol, I applied and was successful and moved there about August 1996. In 1999 an MGS Area Co-ordinator post was advertised and I applied and was again successful and took up office at RAF Innsworth in Gloucester. As they say, the rest is history.

But as you can see as I had taken over from John in 1994 and had actually left in 1995 so the dates for John were just a little bit out of sync.

Keep up the good work with the Newsletter, maybe a reunion visit to MDPGA HQ of past MGS Managers and Area Coordinators is on the cards???

Note from the editor:

Thank you David for your letter and it is nice to hear from one of our former colleagues. I am delighted that you enjoy Flashlight and that it makes you feel part of the Organisation. Not sure that I can arrange the reunion, no money you see, but should any of our former colleagues wish to arrange a reunion they can write to David, via me, and I will forward the letters to him.

Annita

for a job well done



The Commanding Officer

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Reference: SUL 500/5B

Date: 13 January 2011

Mr John Wardle
Manager, MoD Guard Service
HMS SULTAN
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Dear John.

Happy New Year to you and all your team.

Having now been in Command in HMS SULTAN for 9 months, I thought it timely to write to thank you and your team for the sterling job that they do maintaining the security levels in my establishment. I am also very grateful for the role they play as the welcoming face to visitors to the site. I have received many complimentary comments from visiting senior officers and my personal friends on the cheerful and friendly welcome they have received on arrival at our gates. Please pass on my thanks to all your team for the excellent job they do in ensuring that the first and last impression of HMS SULTAN is a positive one.

Yours aye
Mark Slawson

J M Slawson ADC
Commodore Royal Navy



HMS SULTAN - The best place to train and work.



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Chief Inspector Durkin
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Your Ref:

Our Ref: MDPGA/PO4/52/10
26 Jan 2011

Dear Chief Inspector Durkin,

COMMENDABLE ACTIONS - CS05 Pete Gilbert

I would like to bring to your attention the commendable actions of CS05 Pete Gilbert who was carrying out the role of temporary MGS CCTV Control Operator on 26th January 2011.

Mr Gilbert was aware of a security incident that was reported to the MDP the previous day. This consisted of very brief information regarding a male person who's conversation had been overheard by a serving Royal Navy officer whilst outside HMS Nelson Wardroom. His conduct gave cause for suspicion; MDP officers attended and obtained a description of the suspicious male.

The following day, Mr Gilbert was monitoring the CCTV cameras when he noticed a male person potentially fitting the description of the suspicious male. He checked this with the previous day's CCTV footage and passed this information immediately to the MDP Control Room operators. The man was subsequently identified by an MDP unit on the ground and was stopped. Thankfully, it transpired that the male person was on legitimate business.

Due to Mr Gilbert's prompt action and his personal awareness of recent intelligence, this matter was able to be resolved quickly, avoiding any extensive enquiries by various agencies into the original sighting. Thus ensuring that valuable resources could be deployed to other policing and security matters.

L. Roper
Inspector

J A VAUGHAN Inspector (MDP) Section 3 HMNB Portsmouth

An incident unfolded in the early hours of Saturday 5 February 2011 for which Tina Collins should be recognised for her quick actions and initiative.

The incident is referenced above. Tina was monitoring the CCTV at approximately 0400 hours when she noticed a vehicle being driven along Circular Road without lights. She also thought that the driver of the vehicle may have been drinking as the vehicle appeared to be swerving into the kerb. She immediately contacted her colleagues on Unicorn Gate to ask that they stop the vehicle, she then informed the MDP in the Control room advising that MGS may require MDP assistance.

The driver was stopped and indeed smelt strongly of alcohol and an MDP unit was dispatched to deal. The driver turned out to be well known to the MDP, a serving naval rating who was on bail and who also stated that he was borrowing the vehicle from a friend. It turned out that he

was only a provisional licence holder and had actually stolen this vehicle – a very expensive Audi which he was attempting to drive onto a public road and whilst drunk.

The person was arrested and processed for the drink/drive and TWOC offences but also admitted to the offence he was on bail for – an excellent result.

Had it not been for Tina Collins' quick actions and conscientious approach to her job the male could have gone on to commit further offences out on the public road (no insurance, driving otherwise than in accordance with a licence, etc.), he could have damaged the vehicle or even caused an accident given his condition.

I find Tina to be an extremely competent and conscientious individual at all times and I would like her to be given some credit for her actions during this incident. Without her valued input and her quick observation this person would have escaped our attention.



DOG SECTION

By Fred Humphries/John Warbuton, Dog Evaluation Officers

At the invitation of VSTAT (SSgt Gavin) and the Chief Trainer from the DAC (WO1 Holmes) John Warbuton and Fred Humphries accompanied by Dave Fairbrother, Operations Manager from HQ and Peter Plaster, attended the final stages of the Arms Explosives Search (AES) dog course at West Tofts in Norfolk on the 13th December 2010.

The reason for our attendance was to support and observe Rob Bourne, from Northwood JSU who, after a gruelling 16 week course, was ready to be assessed and licensed with his AES dog "Marley".

As you may know Rob is the only AES handler in the MGS and it was decided that although he had already successfully completed the Association of Chief Police Officers (ACPO) Explosive search dog course run by the Metropolitan Police, he should, on acquiring a new dog, attend the Military run course as well.

Rob was the only "civvie" on the 16 strong course and no special treatment was given or required as Rob acquitted himself very well. Rob informed us that over the 16 weeks he had carried out route marches, area searches working in areas as diverse as Twickenham rugby ground and the Royal Albert hall in London, as well as various military barracks, both occupied and unoccupied. All scenarios were very real and well thought out and executed.

He went on to say that it had been a fantastic experience and he was grateful to the instructors and the rest of his course colleagues with whom he was fully integrated and accepted.

On our arrival Rob and "Marley" were put through their paces by VSTAT, and they demonstrated their prowess by discovering 2 "finds" in a large area (one indoors and one out), and another which was blank (intentionally of course!). After lunch we moved to a very realistic mock up Forward Operating Base (FOB), where a scenario had been set up. Rob and "Marley" along with a military colleague working in a team were briefed and instructed to find 2 unexploded mortar shells which were very well hidden. To make this more difficult, time was an added pressure as in the scenario. Two platoons were waiting to enter the FOB after a patrol and were under fire. The weather was very poor with freezing fog and it was very cold. Within 15 minutes, after some very thorough and methodical searching, both shells had been located and made safe.

All the time, as with the morning exercises, Rob was being assessed and observed in how he conducted himself, how he handled and interacted with his dog and how he communicated with his colleague and thought on his feet.

When this exercise was complete, Rob was informed by VSTAT that he had successfully completed the course and that he and "Marley" were now officially a team. It was also mentioned that Rob and "Marley" would be required to assist in the 2012 Olympics, and it was agreed by all that they should attend to enhance the profile of the MDPGA and the MGS in particular.

As Rob and "Marley" are the only MGS search dog team, they will take their Continuation Training with other Military Agencies and be licensed by VSTAT, their annual inspections will be carried out by John Warbuton.



After a final Veterinary Check and presentation, on the 22nd December 2010 Rob and "Marley" returned to their Unit for operational duties.

Rob is unique within the MGS, not only is he the only AES handler in the MGS, he has also now completed both the ACPO Explosive search dog course (recognised throughout the country), and the military AES handler course and is extremely well qualified and very competent. We who attended, and I am sure the rest of you, will want to wish them our heartiest congratulations and many years of productive service together, well done Rob and "Marley" and good luck to both of you.



Edinburgh Tattoo - Redford Barracks

By Ted Harrison, Group Manager



Redford Barracks is the "live-in" location for all the "players" for the tattoo each year. This includes military staff from armies all around the world including America, Russia, Saudi Arabia, China, Britain, Switzerland etc plus civilian dancers and singers both male and female. As Colin Henderson (kennel manager at Redford and Dreghorn) says, there are many instances of high-jinks and raised tempers after quiet evenings spent gently sipping wine in the bars (aye, right)

and he and his colleagues tend to pick up the bodies. Colin, in his usual understated manner, said security is sometimes difficult at this time. Added to this, the public are allowed access to the site for the last dress rehearsal including very senior people (Princess Anne). It was at this time that our pictures were taken.



From left to right:- Mark Scollan, Ted Harrison, Colin Henderson, Jake Johnstone, Allan Triplett

MGS DOG SECTION

ARMY AVIATION CENTRE MIDDLE WALLOP

By Michelle Fogerty, Group Manager



Middle Wallop Dog Section was first formed in 1994 with the arrival of two Military Working Dogs from Greenham Common. A short while later three more dogs arrived from Defence Animal Centre taking the total number of dogs to five, all of which were dual handled by a ten-man dog section.

Now in 2011 after various changes to staff, dogs and infrastructure, we have a five-man dog section, CSO5s, with four Military Working Dogs. Cassie is our female German shepherd who is dual handled by Gavin Penny and Amanda Smith. Our Kennel Manager Mark Crewe handles Omax, a German shepherd from Czechoslovakia (who we nicknamed ASBO because of his childish behaviour). Zeus, also a German shepherd is the old and bold of our section but is still going strong, our very own old and bold Dave Broom who has been at Middle Wallop for 23 years handles him. Our newest recruit Cham is the section's first Belgian Malinois, and I must say a handful (for some unknown reason he seems to

believe he is Tigger), his handler is Toby Seal. Max, our other German shepherd, who had been with us for nearly 5 years, has recently retired on medical grounds and has been live cast to Toby Seal; hopefully he has a good few years ahead of him sat in front of a fire with his pipe and slippers! Good luck Toby and Max.

We also have a Kennel Assistant, Emma Barnes who along with the handlers tends to the needs of the dogs and the section. Unfortunately, for us she is on maternity leave having just given birth to her first baby named Zack. We all wish Emma, her husband Aaron and Zack all the best for the future and look forward to her return (so please hurry back).

Here at the Army Aviation Centre, Middle Wallop our dog section is responsible for patrolling and guarding all that is within the wire. The camp has a fully operational and very busy airfield with five large aircraft hangars which are used to accommodate various rotary and fixed wing Army aircraft including Gazelle, Lynx, training and historic aircraft, and of course the mighty Apache.

This is only a brief insight into our dog section here at Middle Wallop; please enjoy our small selection of photos from our very own rogue's gallery.



A new beginning

By Tracey Hanson, MGS Dog Handler



My name is Tracey Hanson and I am an MGS Dog Handler, based at Tidworth, Wiltshire.

I have been a handler for about eight years now and still feel it is the BEST job in the world. Four of these years have been worked alongside Romeo, a 45kilo German Sheppard Dog (GSD). He's not fat, just BIG.

Romeo has been one of the lucky ones when it comes to our freezing winter conditions. Here at Tidworth, more modern and suitable kennels had been built, to replace the original wooden Melton Kennels.

In the last couple of years, thanks to these new heated kennels, Romeo and our other dogs have improved greatly in their attitude and health, as well as looking outwardly happy. No more of the 'stiff hips' or brushing the shredded paper from the coat, because that was the only way to keep them warm at night.... Brrrrrr.

This change in accommodation was especially important for Romeo due to his ever increasing medical record. From mild hip dysplasia, digestion problems, pannus of the eyes... the list goes on.

Anyway, back to why I'm writing this article. In August of this year, Romeo failed his annual licensing, which was carried out by Fred Humphries, who is the Dog Evaluation Officer (DEO) of the South region.

Unfortunately, due to Romeo's lack of aggression, it meant he couldn't be used as a training dog at the Defence Animal Centre (DAC) at Melton Mowbray. The only other option was to Live Cast him to an experienced handler or, the outcome would look BLEAK.

Previously, working dogs could have been/were 'Live Cast' to live their retirement out within the home of an

experienced handler within the Agency. If a willing handler could not be found, or the dog could not be used for training at Melton, then the policy in regard to Military Working Dog's were that they were to be humanely put to sleep.

In my panic, I went on the hunt for a handler that would be willing to take on Romeo, plus his hugely expensive medication bill. But, to no avail.

I couldn't abandon this six year old dog that was outwardly healthy (due to all of his meds), happy (possibly due to some of his meds!!!) and friendly (with people and other canines). I had to find a way to save him, even if it meant causing trouble and havoc along the way.

Through pure luck (or was it fate?!), I managed to contact a Mr David Franklin, Assistant Field Director of 'Dogs Trust'. Many Dog Handlers may

remember Mr Franklin as the ex RAVC WO2 VSIT Officer, some years ago.

Anyway, he informed me of a Sanctuary for GSD's, based at 'Dogs Trust' in Newton Tony, Salisbury. This centre was given the thumbs up by David as being an ideal place for him. He was more than willing for Romeo to 'live out his days' there and, with Mr Franklin's knowledge of Live Cast procedures, his assistance was invaluable in speaking to the DAC at Melton.

This sounded like a dream... or maybe a fairy tale? Why would the DAC allow this to happen when it wouldn't have been considered in the past and seemed to be a taboo subject. I thought I would have a major battle on my hands to try to convince them otherwise.

Anyway, to cut a long story short and many phone calls and letters, tears and tantrums later, the DAC have turned out to be COMPASSIONATE after all! On Thursday 14th October 2010, history had been made. I handed Romeo over to his new owners, 'Dogs Trust', and he was welcomed with open arms.

And, as he was led away, he didn't even look back... How fickle is that!!

This makes a VERY happy ending for my work colleague and loyal friend, Romeo.



Getting to know you

Continuing our regular look at individual MGS team members

NAME: Pete Calton
JOB TITLE Guard
LOCATION HMS Flying Fox



Where were you born?

Kinsley Yorkshire.

Tell us about Your family?

Wife Wendy and 2 boys. Son John is a blacksmith and has given me 3 lovely granddaughters and other son Matt is a hair stylist.

Where did you Spend your Last holiday?

In our little caravan in Devon Dorset border.

Where would You like to Travel in future?

To the USA to friends.

What is your favourite book?

British Rowers.

Do you have a favourite quote or saying?

If thing don't alter they'll stay as they are.

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

It was rowing scouts and Wendy caravan, NOW it is Wendy caravan and rowing scouts.

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

While I worked as a Bailiff I met many interesting characters every day you never knew what to expect.

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

My lovely wife Wendy.

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

CDRE A J G Miller CBE RN. He is the only hero I know.

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

A great big boat to play with and new boats for the scouts.

What talent would you like to have?

I would love to learn to play the Bagpipes! But as I'm tone deaf I wouldn't know if I was good or not.

What do you most enjoy about your job?

Working in a small team and being in the navy environment.

“While I worked as a Bailiff I met many interesting characters every day you never knew what to expect.”





Pete Calton from Flying Fox tells us about his involvement with the Scout Movement

My name is Peter Calton and I am a member of the Scout Movement. My roles are County Assessor, Assistant District Commissioner and Group Scout Leader. As County Assessor my job is to assess the Scout Leaders on their ability to take Scouts rowing and the ability of the actual Scouts. To do this job I am a member and a level 2 coach for British rowing. There are about 10 level 2 coaches for the Scouts in the UK so we do get about. We are also responsible for ensuring that the boats and the kit are safe and up to standard. As Assistant District Commissioner in the Bath district I have to help the other Scout leaders in Bath, and the District Commissioner. For the Group Scout Leader role I am the Group Scout Leader for the 31st Bath Scouts and I have to look after that group. I have been a Scout Leader now for over 30 years.

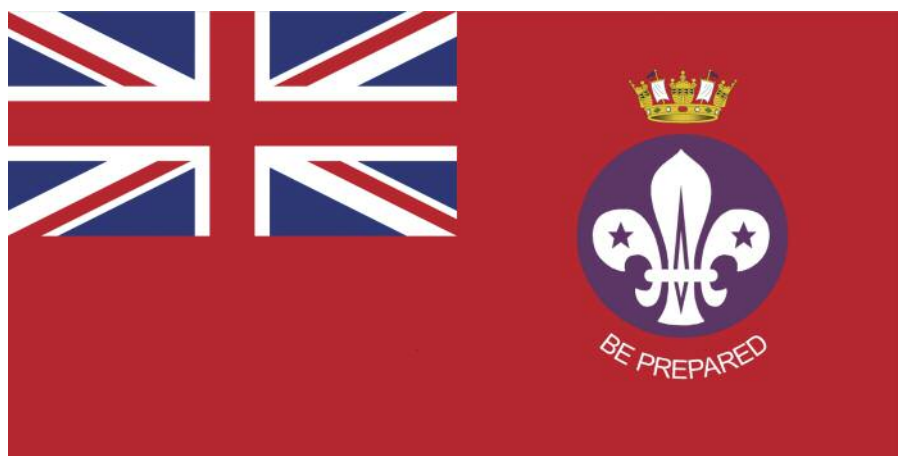
My career in the Scouts started when I was in the Army. I had just come back from sailing the Atlantic and my boss asked me to spend some time with the Scouts and tell them about the crossing. It was after this that I decided to join the Sea Scouts. Up to about 3 years ago I was doing a lot more with the Scouts but I was told that I have got cancer in my neck. With this problem

I was out of work and the Scouts for 6 months, so I had a long look at my life and cut back.

Getting the Scouts out doing rowing is very important to me. There is a lot more that I would like to do now the cancer is under control but with the uncertainty at present with shifts at Flying Fox I am not in any position to commit myself to any firm dates. Therefore, with uncertainty being the problem, I am left to setting up things for the Scouts to do. I cannot commit my time and that can cause problems if I am not there as I have to find other leaders to cover for me. For example I have a trip coming up to take Scouts and Guides rowing for five days from

Bristol up on the Kennet and Avon canal to see how far they can row and then back to Bristol. This trip is for 24 Scouts and Guides and 6 leaders and takes quite a bit of organising.

As well as being a County Assessor for the Scouts I help out with the Guides and do their assessing for them as they do not have any level 2 coaches. I was one of the leaders that set up the Guides & Scouts rowing club in Bristol and in the first year the club has given the opportunity to 268 Scouts and Guides to have a try at rowing. We are now concentrating on getting leaders the skills and the qualifications to take Scouts and Guides rowing.





Tony Jackson, Sandra Salmon, Delyth Thomas,
Denise Gibbons, Derena Akers, Carol Roe

Getting “Round To It” Lean Training Event

By Derena Akers,
MGS RTO Region 4

In February 2011, 15 MGS Managers, HRBPs and L&D staff attended Wethersfield for a LEAN fundamentals workshop delivered by the Defence Academy. The intention of the training was to introduce MGS Continuous Improvement (CI) Focal Points and others involved in the CI programme in the MGS to the principles, tools and techniques involved in “Lean” thinking and processes.

For those of you with no knowledge of LEAN, this is a methodology which has stemmed from Toyota manufacturing and has been used very successfully to streamline processes.

The key to success in applying “Lean thinking” is that:

1. Something happens to make individuals adopt a lean approach and individuals can see that they will also gain benefit from it.
2. That it is the people on the ground with the functional expertise are those who review the change and recommend improvements that they know will work
3. That senior managers are visibly involved. I have to admit that I was fairly cynical about what could be achieved on a practical level. However I found the methodology of the course was fascinating and inspiring. We were taken through a series of exercises in which, at first, believe it or not, the managers proved to be inefficient and failed to meet customer’s goals within an expected time frame!

By implementing a systematic review of the processes we identified and eliminated waste. We were also all able to

demonstrate sufficient knowledge of the techniques to facilitate improved efficiency which could fairly easily be transferred back to the workplace for use within MGS Teams.

Quotes from several other colleagues who also attended the training support the perceived organisational benefits:-

Trevor Mckinnon *“This course has demonstrated to me that the organisation’s decision to embark upon a programme of continuous improvement as the second phase of cultural change was the right one. I would urge all members of the MGS to participate in the programme and ensure we use our resources to the best effect to serve the Department”*

Ange Irving *“I could see that it is possible to all work as a team and give a better output in a more efficient way. The morale of the workforce then increases and we all see some sort of benefit to ourselves. The simple statement on the course that really did make sense & normally we do the opposite is “the 80/20 rule”. This is that we should spend 80% of our time perfecting our daily routines so we have time to spend on the fast balls that come our way and not spend 80% of our time dealing with fast balls, leaving only 20% of time available for our daily tasks”*

Del Thomas *“It is important to remember that it is not LEAN that will be driving staff cuts. That is the SDSR. The LEAN Course delivered what it said on the tin by showing us that we can work Smarter in a more efficient and productive way hopefully even allowing some thinking time. By using these processes we are not putting undue stress on staff”.*

Whilst I would not suggest that the LEAN approach will be the solution to all of our issues in the MGS, by implementing the LEAN methodology as part of the CI programme, we could see that it is possible to Work Smarter /Not Harder and enjoy the benefits.

I would certainly recommend this training, particularly to Group Managers who have an overview of all MGS processes but also to all Operational Managers. After all there is little to lose and much that could be gained if extra time could be found to deal with those 'round tuits'!

**A
ROUND TUIT**

At long last, we have a sufficient quantity for each of you to have your own. Guard it with your life. These tuits have been hard to come by especially the round ones. This is an indispensable item. It will help you to become a much more efficient worker. For years we have heard people say, "I'll do this when I get 'a round tuit'. Now you have a round tuit of your very own, so many things that have been needing to be accomplished will get done.



Max Russell, Welbeck College Retires

By Jackie Adams,

After 17 years of service, it is with sadness for us that Max has now hung his MGS cap and taken his well earned retirement.

He worked at a number of units with the MGS starting out at Garats Hay, then to Old Dalby, RAF Cottesmore then back to the Garats Hay site to the newly rebuilt Welbeck College where he finally retired on 10th December 2010.

We would like to take the opportunity to wish him and his good lady wife the very best for the future.



MGS Foundation Course Guarding And Security Training Centre

Mr Fairclough, Mr Pearce, Mr Marsden, Mr Fairburn, Mr Young, Mr D Culham
Mr Harris, Mr Docherty, Mr Hood, Mr Mullin, Mr Henry, Mr Bridges, Mr Bali
Ms Horwat, Trainer S Rudd, Supt M Spiers (HoLD), Trainer K Christian, Ms Bostock



Managers' course November 8-12, 2010

Pictured (left to right): **Back row:** David Morgan, Tony Austin, Alex Brady, Jim Chapman, Wayne Blake, Ken Smullen **Front Row:** Richard Morgan, Mark Scollan, Sandy MacCormick HOP, Steve Rudd Trainer, Derek Hay, Martyn Farmer



Manager's course December 6-10, 2010

Pictured (left to right): **Back Row:** Mark Hayes, Martin Rooney, Dave Jones, Mark Cooper, Paul Evans, Wayne Barker, Neil Tedridge, Paul Gilbert
Front Row: Mo Anderson Trainer, Dawn Haselden, Sandy MacCormick HOP, Marc Shreeve B2 Ops, Steve Rudd Trainer

MGS Core Values Competition Winner!



In the winter edition of Flashlight a competition was run to establish a mnemonic which captured the Core Values and was easy to remember. This was open to everyone within the MGS.

Many entries were received and each member of the MGS Management Board had the responsibility of voting for their favourite. After collating the responses from the MGS Management Board, there was a clear winner – 'HIPE' which stands for Honesty, Integrity, Professionalism and Efficiency.

The winner of the competition was Gary James, Group Manager from HMNB Devonport (photographed above, receiving his promised prize from Marc Shreeve). Opposite is the poster for the new MGS Core Values.



PTSD. Paul and Sean are now both in training for the 3 Peaks challenge, again, all moneys raised will go toward C4C and Paul is in the process of arranging a Summer Northern Soul Ball.

Both Paul and Sean organised the event, sourced local businesses to donate prizes for a very successful auction and raffle and Paul, with his contacts, sourced DC Fontana whom played for the fuel fare of its band members who currently have an album out at the moment called six against eight. With radio interviews and publicity from BFBS and Garrison FM, Bulford, they managed to raise £5,000.00 and gave their guests a night to remember.

Paul would like to Thank CS04 Mick Wilson located at Tedworth House, Tidworth, for allowing the RGJSC to use the Function suite of The Clarendon Club in Tidworth for free and also Kev 'Rebel' McConnel at Larkhill for his photographic skills and help in setting the venue up.

Anyone wishing to join the RGJSC or help with future fundraisers then please get in touch with the Club by phoning Paul on 07807815448 or Trev on 07515369884 or Sean on 07882527227. Or email us on THECHOSENMENT2011@hotmail.co.uk



Care4Casualties

By Paul Ungi

The Royal Green Jacket Scooter Club managed to raise £5,000 at their recent 1st Charity Xmas Function held at The Clarendon Club in Tidworth, on 17th December 2010 for Care4Casualties where guests were treated to a Soulful evening with non other than DC Fontana playing LIVE and Rare Northern Soul vinyl spun by 2 fabulous DJ's Ian Hurford of the Basingstoke Scooter Club and Alfie Linney of the Southampton Soul Club.

The event was organised by Paul Ungi, Dog Handler at Tidworth Garrison alongside Sean Wheeler, both served

with the Royal Green Jackets. Paul came up with an idea to have the Scooter Clubs 1st Xmas Bash as a charity fund raiser for The Rifles Charity Care4Casualties which the RGJSC supports. The Scooter Club is for ex serving members of the RGJ and Rifles personnel, the Club is fully active in that it attends most National Scooter Rallies and will be holding an annual charity Bash to raise money and awareness for the lads that have been seriously wounded in the Middle Eastern conflicts, the families of those that have been killed in Action and those suffering from

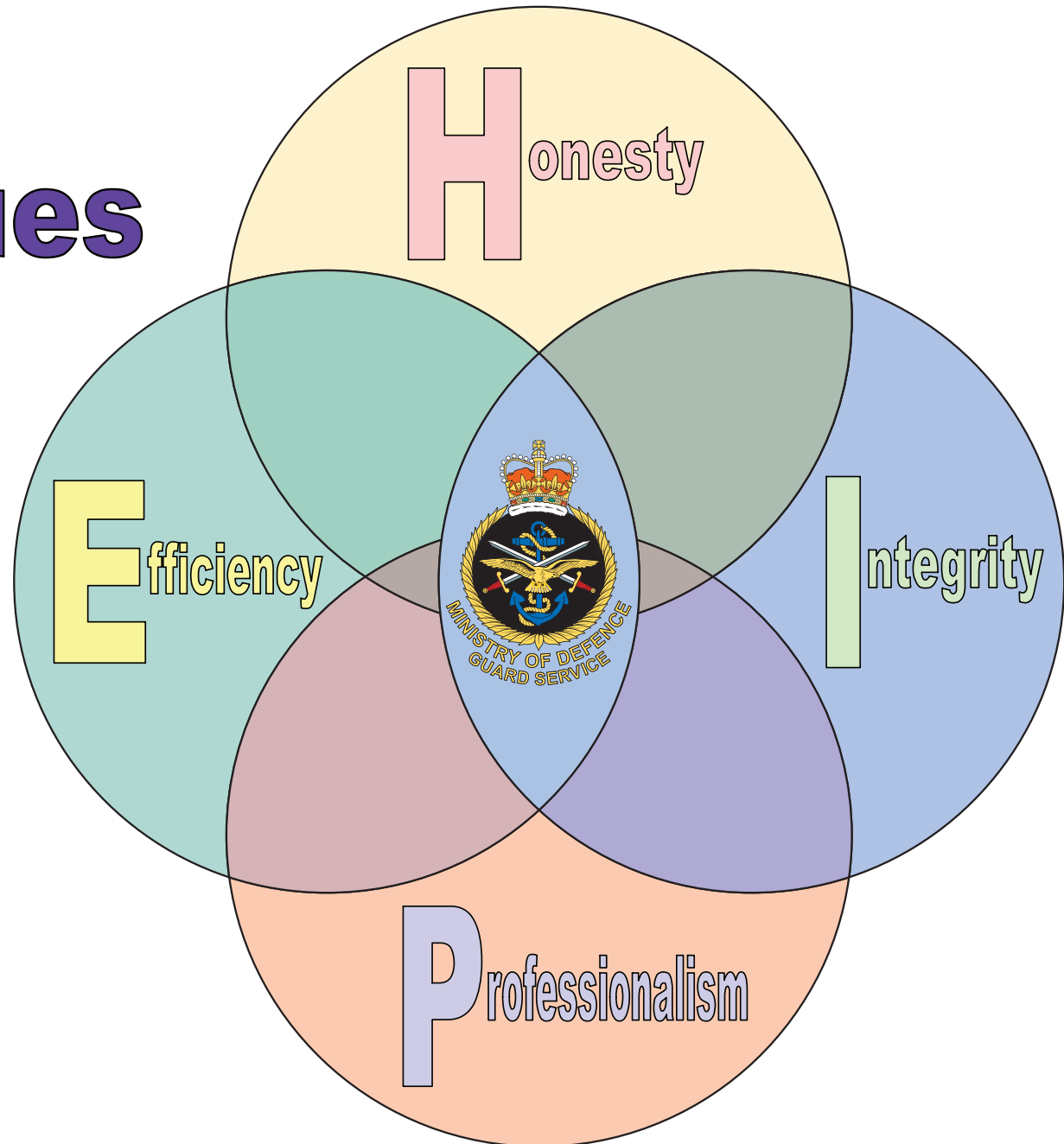
MGS Core Values 'HIPE'

Honesty —
Always tell the truth

Integrity — Always
do the right thing,
respect yourself
and others, and
treat people fairly

Professionalism —
Know the job,
and continuously
maintain
high standards

Efficiency —
Continually seek to
Improve the way we
deliver the service



The Success of the Supervisors' Workshop

By Samantha Collins, Organisation Support Officer

The MGS Supervisors' Workshop was introduced in 2009, with the pilot taking place in November 2009. It is a four day classroom based workshop, with the exception of Day Three which consists of an operational exercise that immerses students into a real life scenario. The Hydra suite is used on Day Three of the course which provides students with a simulation based training exercise. (To find out more about the Hydra simulation suite, please see the related article in the Winter 2010 edition of Flashlight (issue 38).

So far, 140 students have attended the Supervisors course held at Wethersfield and 120 end of course evaluations have been completed and submitted. These evaluations are all reviewed and analysed to ensure the workshop is meeting not only the set objectives but also the personal needs of individuals.

The data from the evaluations is collated and distributed to the L&D Manager, MGS Course Designer and the Head of G&STC for review and alteration of the course content if necessary.

So far, the evaluations have proved to be extremely positive. Outlined here is

what students thought to be the most relevant sessions on the workshop (all scoring greater than 90% 'extremely' or 'very' relevant):

- *Crisis/Incident Management*
- *The difference between Supervision & Management in the MGS*
- *Supervision in the MGS*
- *Communication Skills*
- *Health & Safety*

The most useful sessions on the workshop are (all scoring greater than 90% 'extremely' or 'very' relevant):

- *Crisis/Incident Management*
- *Supervision in the MGS*
- *The difference between Supervision & Management in the MGS*
- *Communication Skills*

Whilst the above sessions proved to be the most relevant and useful amongst



the majority of students, most students agreed that all sessions on the course were relevant and useful in some way. No session received a rating greater than 13% for 'not very' or 'not at all' relevant or useful.

Below are just some of the comments received following the training:

"A must have for all CSO4s..."

"It's difficult to comment as I gained so much from the course overall"

"...I left with a stronger understanding of my role and more confidence in my abilities"



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 **28th May 2011**. 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. Mel Cole and Lil McGarrity have stepped down as Flashlight Coordinators and are replaced by Miss Emma Popczynski and Mrs Sonia Catchpole respectively.

Many thanks go to Mel and Lil for all their work for Flashlight and good wishes for the future. Welcome on board Emma and Sonia, the editor looks forward to hearing from you.

The Flashlight Coordinators for the Regions are as follows:

Region 1:

Area 1 - Faslane

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

Area 3 - Coulport/Glen Douglas

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

Area 4 - Glasgow, Edinburgh and rest of Region 1

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

Region 2: John Biggerstaff 01904 662664 Mil: 94777 2664

Region 3: Adele Sheppard, 01743 262604 Mil 94461 2604

Region 4: Mrs Sonia Catchpole, MDPGA MGS-ALD-Area2Sup
Mil 94222 4873

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

London: Miss Emma Popczynski
0207218333 Mil 9621 83333



(from left to right) are Pat Fleming, Robert Williamson, Ian Donaldson, Sarah Cook, Julia Rouse, Rachael McEwan, Trevor McKinnon, Terry Ord, Marc Shreeve, Andy Bloxham.

Region 2 (and two members of our Scottish colleagues in Region 1) MGS Managers Programme Follow-Up

By Rachael McEwan Regional Training Officer

Five group managers and one Area Manager had been invited to York, Regional Headquarters to conduct their Managers presentations; this event took place on the 27th October 2010.

The managers were given the opportunity to deliver their projects to senior members of the MGS Management board, and also an invitation for myself, that I was pleased to accept.

All of the subjects chosen and presented by the managers were the individual's choices, these included such a vast variation in topics and covered a wide diverse range, from "The Operational Supervision of the MGS at RNAD Coulport" to the "Well being initiative".

Other subjects included, MGS Training, NSI Gold, The Continuous Improvement Programme and Managing from a distance (which has prompted me not to make the journey between RAF Kinloss and Loch Ewe in the summer months!!!!)

All of the presentations went well, and the Managers were given one to one feedback on their session from each board member and the opportunity to receive questions from the floor.

From the presentations some of the recommendations have been able to be implemented immediately and those that require some more research have been looked at and will hopefully be in place in the near future.

Marc Shreeve and Trevor McKinnon thanked and congratulated all of the managers on their performance and Trevor presented each one with their well deserved certificate.

Managers Attending:

| | |
|--------------------|-------------------------------------|
| Andrew Bloxham, | Region 2, Area, 1 Catterick |
| Ian Donaldson, | Region 2, Group Manager, North East |
| Terry Ord, | Region 2, Group Manager, North East |
| Julia Rouse, | Region 2, Group Manager, Catterick |
| Robert Williamson, | Region 1, Group Manager |
| Pat Flemming, | Region 1, Group Manager |

Board Members:

Marc Shreeve
Trevor McKinnon
Sarah Cook
Sam Collins
Rachael McEwan

Officers receive NVQ Qualification through MOD Apprenticeship Scheme NVQ Level 2 in Customer Service

Andy Stewart & Wayne Lundy RAF Boulmer

In early 2010 a colleague informed us that he had seen MOD Apprenticeships advertised on the Defence Intranet. So we rang up and made enquires as we thought it would be nice to add some more "Strings to our bows".

In March we commenced the NVQ in Customer Service run by JHP Training who are the MOD's chosen providers. The Assessor, Claire Heggarty, immediately put us at our ease and during the following months we never felt that we were under any pressure. We really enjoyed all aspects of the course especially the mathematics assignment. We finished the NVQ in early September with 90% of the assignments carried out during work-time. We did of course at one point think "what have we let ourselves in for?" But on reflection, we are glad we did it and would recommend it to anyone in the MOD especially the MGS because of our frontline role. The qualification is also equivalent to 5 GCSEs and at the end of the course there was a great sense of achievement.

Terry Ord Group Manager North East

Andy and Wayne attaining their NVQ in Customer Service has really helped raise their self esteem and given them both a recognised qualification that could prove really useful in any future employment they may wish to pursue. I have noticed a big difference in both officers' confidence whilst dealing with our customers. Another officer and the supervisor at RAF Boulmer have started the same NVQ and are nearing completion of their NVQ level 3 in Management. These NVQs were free and organised through the RTO and as you can see above most of the work is completed during working hours. I would recommend these courses to anyone who wants to further their personal development. There is minimal input from the line Manager but it undoubtedly enhances the service we give to our customer.

Regional Training Officer Rachael McEwan

On a cold, snowy December morning I arrived at RAF Boulmer, Alnwick, Northumberland, and was met by Group Manager, Terry Ord. We were joined by Wayne Lundy and Andrew Stewart in the HQ conference room for a photo opportunity with Trevor McKinnon who was on site on other business which gave him the chance to present them with their Certificates. Trevor also took the opportunity to speak to them both of their experiences and offered his congratulations for completing their NVQ in Customer Care in record time.

After the photo session from our very own David Bailey! (Terry Ord) I spoke to both Andrew and Wayne about their



experiences in completing the NVQ and they explained that after receiving initial information from me regarding the apprenticeships and having discussed it with their Line Manager they signed up to the scheme and met with the JHP Assessor Claire Heggarty.

At their initial induction interview Claire assessed their current qualifications and skills levels in both literacy and numeracy and planned their modules/programme accordingly.

Throughout the process both Andrew and Wayne had regular meetings with Claire to report and record their progress towards the NVQ. Included in the qualification topics were: Mathematics, English, Health & Safety, a project/portfolio and a final interview with Claire.

Both officers told me just how much they thoroughly enjoyed doing the NVQ and are now both assisting a colleague who is currently half way through their course work.

I am pleased to say that both officers now hold the NVQ level 2 qualification in Customer Service, such a vital skill for our security officers. This is testament to the hard work and determination of both Andrew and Wayne and I would like to take this opportunity to congratulate them. They are so taken up with the Apprenticeship Scheme and both their personal and professional development that they have both just started a qualification in Business and Information Technology. Well done guys!

Region 2 was selected to run the pilot scheme of Apprenticeships and to date the following have also gained qualifications:

| | |
|-----------------|------------------------------|
| Andrew Cross - | Management NVQ Level 3 |
| Debbie Hale - | Management NVQ Level 3 |
| Neil Tedridge - | Management NVQ Level 3 |
| Rob Tahany - | Supervisory NVQ Level 2 |
| Donna Walker - | Customer Service NVQ Level 2 |
| Richard Carr - | Management NVQ Level 3 |

Yvonne Mellor is part way through her qualification in Customer Service.



The Prince's Trust Challenge Cymru November 2010

By Eddie Storey - MGS Fulwood
Barracks, Preston

I was on a day shift early January 2010 when I was summoned to see Group Manager Ken Smullen. "This Challenge what's its nuts you have applied for, what's it all about?" he asked, as I walked through the door. Not such a surprising question really as not many people have heard of the staff development programs run by the Prince's Trust. I explained that the Prince's Trust was set up in 1976 as a youth charity which attempts to change the lives of young people between the ages of 14 and 30 who may be under-achieving at school, leaving care, unemployed or have been in trouble with the law. It is supported by a wide spectrum of employers including the MOD. The support required of employers is similar to other external training and takes the form of them allowing staff to attend courses whilst paying their wages and they in turn have the opportunity to develop their existing skills and gain new ones. "So how does it work and what does the MOD as an employer get back?" he asked. Having explained what I believed to be the benefits I waited for Ken to speak to Area Manager, Derek Hay. Having gained their support it was over to Mike Cairns, Regional Manager for his approval. With the full backing of the Management Team it was checked that my attendance would not impact on the delivery of service to the Customer. Thankfully there was sufficient flexi to cover my absence and the wheels were put in motion. Once the paperwork was completed it was all systems go. It was not without some trepidation on my part but too late to back out now as I would be letting too many people down, not least of all myself.

The fateful day arrived in November and having travelled down on a Sunday to Blue Stone 5 star Holiday Resort in Pembrokeshire, been allocated my accommodation in a luxury log cabin and introduced to the other volunteers we were asked by the Prince's Trust Program Executive, Mark Joseph, "who thinks they have come on holiday?" Holiday it certainly wasn't!

For the first week the 15 volunteers carried out a full program of events starting daily at 0700hrs and not finishing until at the earliest 2130hrs. Team exercises, communications, health & safety, practical lessons on mentoring Young People and the problems which may arise in relation to child protection issues. Quite an extensive and exhausting program but one which related to so many MOD Core Competencies it was uncanny. Each of the mentors would be allocated a young person on week two and it was important that we were made aware of the medical history and any issues they had so that we could deliver a training program tailored to meet their various needs. There was also a number of "get wet sessions", the sea in November is surprisingly warm (not). Kitted out in wet-suit, helmet and life preserver off we went to do all of the things you are told not to do in the sea, jumping of cliffs, climbing over rocks and swimming into caves. Great fun, although I was let into a secret by the Coast Steering Instructor who said there were not many groups who would have gone into the sea when it was so rough. Good job we didn't know that at the time when the swell was washing us off the cliffs and tossing



Brigadier Bill Aldridge CBE, presenting the Prince's Trust Certificate to Eddie Storey

us all over the place! What a tough bunch we were. We were then set the task of having to design and build a raft for 14 people, launch it and paddle it around a buoy in the middle of the estuary before getting back to dry land without getting wet. A monumental success and my leadership and raft building skills were praised by the instructors who could not believe that none of us had known each other before Monday.

Once we had completed these sessions we were informed that from the following Monday we were to take charge of the whole program and this entailed appointing daily coordinators whose job it was to execute the programs ensuring things ran smoothly, develop and source the resources and plan lessons for each of the training sessions we would be carrying out. Finally we were to organise and deliver an end of program presentation.

Week two began at a fast pace with me volunteering to take on the daily co-ordinator job for the week which meant accepting responsibility for arranging the accommodation, briefing the Young People on what was expected of them and organising the schedule of events for the week. Of course not everything went to plan. Some of the Young People had not turned up so others had been drafted in to fill the gaps. With only an hour left before they arrived I had to amend the accommodation to suit the change in gender of the replacement guests, brief the mentors on the changes and background of the new guests and appear in full control of the situation, other words, just like any other day in the MGS.

The week was over very quickly with the Young People developing their own skills in communication, confidence and team work. All of them enjoyed the coast steering and assault course, showing boundless energy and fully participating in all sessions. They were a credit to their school and it showed me the value of what one to one mentoring can achieve and how it can potentially change lives.

Now I have I completed this self development program I feel more confident, team orientated and better equipped to deal with day to day challenges. I can honestly say I believe that I have developed a better understanding of the MOD core competencies and improved my level of competence in all fields whilst re-discovering my enthusiasm for learning and development all of which I believe makes me a better employee. I have as a result realised the importance of team-work and become more of a team player which I hope will enhance the professionalism of the MGS at my location.

Gus Macey, Glencorse Barracks

By Ted Harrison, Group Management

To quote the auld Scottish song "Cauld winter was howlin' o'r moor and o'r mountain and dark was the surge on the wild rolling sea". Add to this, heavy snow blizzards in the Borders, and things were looking pretty bad for travel. To ensure he was available to cover his shifts and to ensure the continued effective operation of the guardroom, Graeme (Gus) Macey took it upon himself to try and find accommodation in the barracks and stay there until his shift block was complete.

Gus was awarded Employee of the Month which said "To ensure that you were able to make it to work, you took it upon yourself to stay on site instead of travelling home. This selfless act illustrates your commitment, loyalty and dedication and you are truly deserving of this award".

Pictured are Gus and John Egan, Regional Manager outside the guardroom at Glencorse.



Norman Ferguson, HMS Caledonia - Rosyth

By Ted Harrison, Group Management



From left to right:- Martin Rooney, Janet Ferguson, Mark Scollan, Jock Ewan (retired), Peter Mullen, Norman Ferguson (retired), John Atkinson, John Egan.

After 32 years in the Civil Service Norman retired and was presented with the ISM in September 2010 by Regional Manager John Egan.

Between Norman and his colleagues I gleaned that he started in 1977 in the "factory" at HMS Caledonia where they used to train Navy artificers-

But it closed so he moved to RAF Pitreavie Castle in Rosyth around 1984 where the famous and vast underground bunker was sited and he was there for around 10 years

But it closed so then moved to HMS Cochrane

But it closed so he moved HMS Caledonia – and all his colleagues have been extremely worried since.

He joined the MGS in 94/95 and now we are **ALL** worried.

At the presentation he was joined by a number of his "old" colleagues and his wife, Janet.

Having totalled the "service" of those present (and me as photographer) the picture shows nearly 160 years service in total. Some of those present said it sometimes felt as they had worked all that themselves. Everyone wished Norman and Janet a long and happy retirement.

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Policy Update

Flashlight Issue 39



MGS Your Say Action Plan 2011

In many ways, the MGS scores in the 2010 Your Say survey were pleasing. Some 1129 MGS questionnaires were returned, giving a response rate of 31% (compared to 24.6% in 2009). The MOD rate declined to 43% from 49% in 2009, demonstrating that our efforts to improve the MGS rate were successful, although participation was still very low in London (17%) and clearly we would like everyone to take part. Your views are important.

On the main measure, "Engagement Index", the MGS figure of 58% matched the MOD and beat the CTLB's 56%. Compared to 2009, the MOD's figure fell by 1 and the CTLB's by 2, whereas the MGS rose by 3 percentage points.

Over the whole survey, almost all the MGS scores moved closer to the MOD ones, but generally the gap remains large. Even where there was no gap the results were sometimes hard to understand. For example, on Question B52 – I have clear work objectives – the MGS and MOD scores were equal at 72% - but how can 28% of the MGS think that they don't have clear work objectives?

I am particularly concerned about Q F02 - "During the past 12 months, have you personally experienced discrimination at work?" - where the MGS score increased by 8.4 percentage points to 28%, compared to a 2 point rise to 13% for the MOD. However, the incidence of informal or formal complaints about bullying and harassment is much lower.

The strategy for this year's Action Plan is to address those issues head-on, by getting every manager to discuss them with staff. This shouldn't be too burdensome: the requirement is simply to address a few specific topics in the conversations that managers are already supposed to have with each member of staff (and if those conversations haven't been happening in some places, that would be another cause for concern).

Of course, none of this addresses the uncertainty about the impact of PR11 measures, VERS and the longer-term position of the MGS. There's more about that in the Foreword to the MGS Business Plan (coming soon to a notice board near you), but let me say again that the Chief and I remain committed to telling you as much as we can as soon as we can. The difficulty at the moment is that important decisions haven't been made.

A handwritten signature in blue ink that reads 'David Wray'.

David Wray

Voluntary Early Release Scheme (VERS)1

Following the closure of the date for applications for the VERS the MDPGA VERS Panel will sit on 20, 21 and 26 April to consider all Agency applications. The Agency Panel will then report their decisions to the CTLB Panel who will make the final decision on applications and decisions will be notified in July.

Minimum Staffing

The formal consultation on the proposal for minimum staffing at weekends and Bank Holidays has now completed. Any changes to shift rosters, as a result, will be subject to local consultation as normal.

CSO4 Post-Mapping

A formal consultation document detailing the outcome of the CSO4 post-mapping exercise was provided to Trade Unions on 29 March 2011. Discussions are ongoing.

Operations Manual

The draft Operations Manual has been provided to the Trade Unions for their views. There will be some points of discussion to resolve prior to formal publication.



MGS Your Say Action Plan 2011 – version 2.2 dated 9 March 2011

| Srl | Issue | Action | | Lead | Target/Milestone |
|-----|--|--------|--|----------|--|
| | | Srl | Detail | | |
| 1 | B12 – my manager helps me to understand how I contribute to MOD’s objectives (MGS score 35/MOD 50) | 1a | Produce narrative linking MGS work to MOD objectives | HUG | Circulate draft to MGSMB by 31/3/11; Issue final 1 version by 30/4/11. |
| | | 1b | Discuss narrative with staff | Managers | 100% coverage by 31/8/11 |
| 2 | B15 - I receive regular feedback on my performance (MGS 34/MOD 54) | 2 | Discuss performance when meeting staff, and explain that even twice a year is “regular” | Managers | 100% coverage by 31/8/11 |
| 3 | B21 – The people in my team are encouraged to come up with new and better ways of doing things (MGS 44/MOD 68) | 3a | Publicise Continuous Improvement initiative | B2 CD&C | Two communications by 31/5/11 |
| | | 3b | Draw attention to MI on best practice | B2 CD&C | By 31/3/11 |
| | | 3b | Discuss CI with staff | Managers | 100% coverage by 31/8/11 |
| 4 | B31 – I get the information I need to do my job well (MGS 52/MOD 64). MGS score should be near 100 | 4a | Ask staff what information they need to do their job well that they don’t have | Managers | 100% coverage by 31/8/11 |
| | | 4b | Produce list for site, and an action plan to fix. | Managers | First version by 30/6/11 |
| 5 | B52 – I have clear work objectives (MGS 72/MOD 72). MGS score should be near 100 | 5 | Discuss PADR objectives, and revise so that individuals acknowledge them as “clear” | Managers | 100% coverage by 31/8/11 |
| 6 | B55/B56 – I believe that senior managers/managers where I work will take action as a result of this survey (senior MGS 18/ MOD 24; local MGS 17/ MOD 35) | 6a | Publicise this action plan as senior management response to survey | HUG | On Intranet by 31/3/11; in next edition of Flashlight |
| | | 6b | Managers when conducting actions at 1-5, to explain that it is response to survey | Managers | 100% coverage by 31/8/11 |
| 7 | During the past 12 months, have you personally experienced discrimination at work? (MGS 28/MOD 13, MGS 8.4 points more than 2009); this is far higher than the rate of formal complaints | 7a | Analyse reported grounds of discrimination and bullying /harassment, and report to MGSMB | MGS HRBP | By 31/3/11 |
| | | 7b | Discuss with staff – have they experienced? Serious enough to report formally? What (if anything) would they like management to do about it? | Managers | 100% coverage by 31/8/11 |
| | | 7c | Collate anonymised info at Regional level and report to HQ. | RMs | Report to HQ by 23/9/11 |

Managers' Obligations

- Identify risks to which systems and procedures are exposed.
- Develop and maintain controls to prevent and detect fraud. These may include awareness of high instances of error in reporting systems, ensuring signatures are inserted where required, ensuring that authority and expertise are not confined to a particular individual.
- Ensure compliance with controls, and report any suspected irregularity, theft, corruption, bribery or fraud to the Defence Irregularity Reporting (DIR) Cell.

Training

The elearning DLP course V098 'Fraud Awareness', highlights all issues surrounding fraud, theft, corruption & irregularity and reporting procedures, and is strongly recommended to all staff.

Further Reading

(available on the Defence Net)

[2010DIN05044 – The MOD Policy on Fraud, Theft, Corruption, Bribery and Irregularity.](#)

This Defence Instruction and Notice provides further guidance.

Defence Fraud & Theft Bulletins

These biannual bulletins give details of recent cases including the penalties, and demonstrate how dishonest action and breaches of trust are dealt with.

Reporting Procedures

For advice and other queries please contact the DIR Cell using the details below.

Telephone/Fax:

01371 85 (MOD Tel: 94667)
plus any of the extensions below:
4223, 4740, 4806, 4479
Fax: 4438.

Address:

DIR Cell Room 209,
Building 1071,
MDPGA HQ Wethersfield,
Braintree, Essex, CM7 4AZ

If you have any suspicions regarding irregularity, fraud, theft, corruption or bribery that may be taking place, you should report them either via your line manager, via the MGS chain of command, or direct to the DIR Cell on:

0800 161 3665

Alternatively MGS staff may wish to use the 5x5x5 Intelligence form to report any suspicions. Forms can be obtained from the MGS website under the heading 'MGS forms'.

Fraud Awareness Guide



**Understanding
Financial Irregularity
including
Fraud, Theft,
Corruption and Bribery**

Introduction

This guide has been produced to help increase your awareness of what constitutes fraud, theft, irregularity, corruption and bribery in the MOD. All MOD staff are expected to be trustworthy and demonstrate unequivocal integrity and honesty in all areas of their working lives to protect the public resources for which they are responsible. Fraud, theft, financial irregularity, corruption or bribery in the MOD occurs through carelessness, negligence or a wilful act. It is important therefore that you understand the MOD's policies and procedures to minimise the risks, as well as knowing what to do if you suspect a fraudulent act is taking place.

What is Financial Irregularity?

This can involve any expenditure or resources taken outside regulations such as false/excessive travel claims, unauthorised use of official telephones and abuse of financial advances.

What is Corruption?

Corruption includes the offering, giving and acceptance of rewards which can influence action. Individuals should not therefore accept gifts and hospitality which could be considered to compromise personal judgement or integrity.

What is Fraud?

The Fraud Act 2006 (England, Wales & NI) defines the offence of fraud. Similar definitions are detailed in Scottish common law. Fraud can be categorised into three main areas:

1. False representation: e.g. the use of deception in the submission of false travel and subsistence/travelling time claims or abuse of flexi time. Or where an advance for the purchase of a bicycle is misused to buy a motor bike.
2. Failure to disclose information when there is a legal duty to do so e.g. failing to disclose a change of circumstances whereby claims would be deemed no longer valid.
3. Abuse of position, for example where an individual is expected to safeguard the interests of their employer.

What is Theft?

Theft involves dishonestly taking the property of another (be it private or MOD property) with the intention of permanent deprivation. This can include tangible items such as money or equipment or intangibles such as downloaded information.

What is Bribery?

Bribery covers the offering, promising or giving of an advantage (financial or otherwise), and requesting, agreeing to receive or accepting an advantage in exchange for improper behaviour, performance or activity. It also covers failure by a commercial organisation to prevent a bribe being paid for or on its behalf.

Zero Tolerance Policy

The MOD has a zero tolerance approach to fraud, theft and bribery. All reported suspicions are fully investigated and appropriate sanctions for abuse are taken. Gross misconduct offences may lead to disciplinary action which can result in dismissal, and also prosecution leading to a prison sentence.

Hospitality and Gifts

Hospitality and gifts can be accepted only in strictly limited circumstances as set out in the MOD Statement of Policy – 20090907 Standards of Conduct and Behaviour –Annex Gifts, Reward and Hospitality. This safeguards both individuals and the organisation against allegations of corruption

Responsibilities

Individual Obligations

- To act with integrity/propriety in the use of official resources/funds.
- Ensure receipts & records of expenditure/claims are maintained accurately and kept for at least 3 years.
- Ensure that official equipment is not abused e.g. telephones and IT equipment.
- Ensure that all gifts and hospitality offers, whether accepted or not, are recorded in a Hospitality book.
- Immediately report any suspicions of irregularity, fraud, corruption, theft or bribery.
- Immediately report offers of a bribe or commission from contractors, members of the public or other Crown servants.