



# Ministry of Defence

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Dear

Thank you for your email of 30 January 2015 requesting the following information:

*How many MOD sites did the MGS breach their customer service agreements from 2007-2012. And in light of this why do they carry the gold standard for security if they cannot provide the right amount of man power for duties?*

*How many times from 2010-2012 where the MGS brought in on standby duties to cover MGS manpower shortfalls?*

*Did the MGS overtime ban affect the amount of manpower the MGS could put on duty at any one time?*

*How much money did the MOD save from implementing the MGS overtime ban?*

*How many MGS officers were caught asleep on duty from 2007-2012 and as a consequence had their contracts terminated?*

*Why do the MGS not get an annual health check to deem their general health, many of them seem very overweight!*

*What is the MGS sickness percentage (short and long term) for each year since 2010?*

*How many MGS have been recruited each year since 2010?*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

I am writing to confirm that Ministry of Defence (MOD) holds some of information on the subject you have requested. However, I have to advise that one of your questions we are unable to answer your request without exceeding the appropriate limit. This is because to locate, retrieve and extract information in scope of your request would greatly exceed 3.5 days of effort.

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for central government is set at £600. This represents the estimated cost of one person spending 3.5 working days in determining whether the department holds the information, then locating, retrieving and extracting it.

The MOD may be able to provide some information in scope of your request if you reduce or refine your request to bring the cost of compliance under the limit – i.e. reducing the number of years

requiring a search. Please contact this office if you would like to refine your request or require advice on doing so.

Under Section 16 (Advice and Assistance), the answers we have to your other questions have been supplied below:

*Question (Q): How many MOD sites did the MGS breach their customer service agreements from 2007-2012. And In light of this why do they carry the gold standard for security if they cannot provide the right amount of man power for duties?*

*Answer (A):* Information is not held in relation to the first sentence of the question. NSI Gold Standard ensure that the tasks that the MGS do complete, are in accordance with ISO:9001 and British Standards 7858 and 7499. It does not measure or audit complement against task.

*Q: How many times from 2010-2012 where the MGS brought in on standby duties to cover MGS manpower shortfalls?*

*A:* Please refer to the Section 12 paragraph as detailed above. If you wish please refine and resubmit a new request.

*Q: Did the MGS overtime ban effect the amount of manpower the MGS could put on duty at any one time?*

*A:* The overtime ban, which was for a short period in 2009, did effect the amount of staff that the MGS could put on duty at any one time.

*Q: How much money did the MOD save from implementing the MGS overtime ban?*

*A:* Information not held.

*Q: How many MGS officers were caught asleep on duty from 2007-2012 and as a consequence had their contracts terminated?*

*A:* The Department's records go back as far as 2010. The period 2010 to 2013 there were 5 MGS officers dismissed for sleeping on duty.

*Q: Why do the MGS not get an annual health check to deem their general health, many of them seem very overweight!*

*A:* In accordance with the Working Time Regulations, MGS officers are entitled to an annual health check on request.

*Q: What is the MGS sickness percentage (short and long term) for each year since 2010?*

*A:* We do not express sick as a percentage, rather as an average number of days per person per annum.

Financial Year (FY) 2009/2010– 16.27 days per annum (pa)  
FY 2010/2011 – 16.35 days pa  
FY 2011/2012 – 17.08 days pa  
FY 2012/2013 – 15.24 days pa  
FY 2013/2014 – 15.83 days pa

*Q: How many MGS have been recruited each year since 2010?*

*A:* There was a recruitment ban in place that was not lifted until late 2013. There were 162 MGS officers recruited in 2014.