Business Plan	Mongolia	pub.co.uk/bpm

[RE6A1783] - International Relations Section 27 (1a,d) - promotion and protection of UK interests abroad; Policy Development Section 31 (1a)

		Business Plan signed off by: Chris Deane, Paul Grant & David	Chris Deane, HMG DE Minister (FCO), Sponsor on 2014 GPB

Four-Year (Strategic) Goals for 2014/15 - 2017/18

		Explanation	Not applicable or N/A
		MTR Rating	**DTR Rating**	**Explanation**
1	**[RE6A1783] - International Relations Section 27 (1a,d) - promotion and protection of UK interests abroad; Policy Development Section 31 (1a)**			Not applicable or N/A
2	**[RE6A1783] - International Relations Section 27 (1a,d) - promotion and protection of UK interests abroad; Policy Development Section 31 (1a)**			Not applicable or N/A
3	**[RE6A1783] - International Relations. - Bilateral relations, promotion and protection of UK interests abroad Section 27 (1a,c,d)**			Not applicable or N/A
4	**[RE6A1783] - International Relations Section 27 (1a,d) - promotion and protection of UK interests abroad; Policy Development Section 31 (1a)**			Not applicable or N/A
5	Outcome: Deliver an economically high capacity consular service with focus on priority and vulnerable customers. **[RE6A1783] - International Relations Section 27 (1a,d) - promotion and protection of UK interests abroad; Policy Development Section 31 (1a)** Proactive communications campaigns, including the use of online and social media. Crisis preparedness fully embedded in the Embassy culture with a high level of preparedness on Post.			Not applicable or N/A

Outcomes for 2014/15 Please set out the main outcomes for the year ahead, in order of priority, indicating which of the Four-Year Goals they will help to achieve

		4 Year Goals	KSI/Priority Outcome/ SDD Lead	Other FCPM	MTR Rating	DTR Rating	Explanation
1	**[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d); Commercial interests. - prejudice interests of person and public authorities Section 43 (2)**	1	[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d)	N	Amber		**[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d); Commercial interests. - prejudice interests of person and public authorities Section 43 (2)**
2	**[RE6A1783] - International Relations. - promotion and protection of UK interests abroad Section 27 (1a,d); Commercial interests. - prejudice interests of person and public authorities Section 43 (2)**	1	[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d)	N	Amber		**[RE6A1783] - International Relations. - promotion and protection of UK interests abroad Section 27 (1a,d); Commercial interests. - prejudice interests of person and public authorities Section 43 (2)**
3.0	**[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d); Commercial interests. - prejudice interests of person and public authorities Section 43 (2)**	1	[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d)	Y	Green		**[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d); Commercial interests. - prejudice interests of person and public authorities Section 43 (2)**
3.1	**[RE6A1783] - International Relations. - Promotion and protection of UK interests abroad Section 27 (1a,d)**	1	[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d)	N	Amber		**[RE6A1783] - International Relations. - Promotion and protection of UK interests abroad Section 27 (1a,d)**
3.2	The Application Centre outsourcing completed. **[RE6A1783] - International Relations. - Bilateral relations, Promotion and protection of UK interests abroad Section 27 (1a,c,d)**	1.2	[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d)	N	Green		Competent Change Programme successfully delivered. April's transition required intensive monitoring and liaison with Raj (Algeria), MM teams and UAE. Iran transition completed successfully.
3.3	[NEW] Work with Nairobi to maintain acceptable visa service for applicants in Mongolia.	1.2	[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d)	N	Amber		Indications of increased relevant visas. Complaints rising. Reunion MM handling cases, of a small number of which are proving high profile cases. Both are systemic issues we are monitoring worldwide.
3.4	Building on the FS Local deliver a Roadmap to UK which has defined business outcomes for our Prosperity and Security objectives.	1.2	[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d)	N	Green		ONE is success (ks) Round Table Lunch by Minister Dame, Stylish. MINDER & HANDOFF, increased momentum in deepening and broadening bilateral relations across all Ministries' areas.
3.5.0	Support CHEVAC by enhancement of Consular business margins. Good working relationship between teams and regional consular centres. Staff well managed, motivated, enthused and confident.	1	[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d)	N	Green		New incident lessons effectively dealt with reactive and ongoing work. The death in country of a British Citizen and his subsequent repatriation handled effectively and professionally. CMP Mongolia was co-conducted, independent and thorough review of MMP prior to, is a good practice for FPI consular exercise. Planning for maternity leave cover, staff Chevaccation.
3.6	**[RE6A1783] - International Relations. - Promotion and protection of UK interests abroad Section 27 (1a,d)**	1	[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d)	N	Green		**[RE6A1783] - International Relations. - Promotion and protection of UK interests abroad Section 27 (1a,d)**
3.7	Lobbying of MPs and reporting. Increased efficacy UK requests with direct relevance to Mongolia, DTIZ, PSIA, GDP. UK issues including support for UK nationals for jobs/ exhibitions.	1	[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d)	N	Amber		Lobbying summary: MPS Gemmill (Portland), Ukraine, Syria, ITU, PSIA, DFRB (Lockerbie). Death Penalty via parliamentary (Bird Lecture du jour) secured. Engaged to secure UK as one among few foreign representatives in Extractive Security Conference (our Analyst participated). **[RE6A1783] - International Relations. - Bilateral Relations Section 27 (1a)**
3.8	Fund and support delivery of FMAT & BPI projects through external parties, which have a precious resource in Gobi and Mongolian institutions, prioritised partnership (Climate change and Environment, MMD, Secretary and Good Governance. Maximise DfID Gobi activity.	1	[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d)	Y	Green		MMD Gobi: collected five concurrent GLE reported, no breakdown only. LOG-BPI KTEN assigned to IEE project that addresses significant elements of this. Outcome: **[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, Promotion and protection of UK interests abroad Section 27 (1a,b,c,d)** DfID in other Gobi being sought to (analysis?) high capacity returns.
3.9	Enhance the profile of the UK Alumni network, through sponsored events, which multiply our ability to engage with Government, Civil Society and Business. Prioritise activity in health, education and environmental sectors. Evidence gathered for effective business case for British Council's return.	1	[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d)	N	Green		Alumni's: substantial growth and engagement is analysis improve returns for shared and bear partners. Seeking to leverage British Council (UK) engagement through VIP visitors to UK, including Mayor Boris visit. Eligible 140,000 identified Education Sector opportunities, working on an UKBC Education campaign for early 2015. Discussing Business case impact in the Corporate Business sector to influence and increase to our 2015 scholarships. Isn't (with Gatford) potential commercial partnerships (from 1 in 2014 (7 with Gold sponsorship, pupil recruitment, Innovation Mongolia and Alumni).
3.10	**[RE6A1783] - International Relations. - Bilateral relations, Promotion and protection of UK interests abroad Section 27 (1a, c,d)**	1	[RE6A1783] - International Relations. - Bilateral relations, relations with international organisations, promotion and protection of UK interests abroad Section 27 (1a,b,c,d)	N	Green		**[RE6A1783] - International Relations. - Bilateral relations, Promotion and protection of UK interests abroad Section 27 (1a, c,d)**
4.0	Corporate Management: Level Budgets and BPI precautions achieved in, efficiency savings delivered (GIAE), corporate risk to Security, Management, DfID risk to management in accordance with published guidance which supports the delivery of most potential activity.	All		N	Green		Corporate returns, including Corporate Services & Consular (CMP) activities have been sensitive, in a consistently high standard. The Level Budgets has been mid reviewed by the Deputy Chief Mission (Jacqueline Gardner). GIAE/ Level prioritisation has been completed, across key processes e.g. Health & Safety, Pupils, nursing cases & overall Personnel Development Plans. MPS vital elements have fully kept pace

Diplomatic Excellence Outcomes for 2014/15 Please set out your Outcomes (1-2) for the year ahead to strengthen capability in support of Diplomatic Excellence

		Diplomatic Excellence Strand (Policy, People, Network)	MTR Rating	DTR Rating	Explanation
1	**[RE6A1783] - International Relations. - Bilateral relations, Promotion and protection of UK interests abroad Section 27 (1a, c,d)**	Policy	Green		Ministerial awareness raising with external interlocutors, on Official versus Official Secretariat meetings continues. A recent office reorganisation has now **[RE6A1783] - International Relations. - Bilateral relations, Promotion and protection of UK interests abroad Section 27 (1a, c,d)** Ensure Mongolia is well placed to take advantage of opportunities and effectively deal with challenges arising from engaging the wider Asia Pacific Region. Ministerial Tours of Duty Team activity, ensures a focused Ministerial engagement.
2	By May 2014, set up an outstanding process of the Ulan Bator Relations agenda. Ensure Line Managers and all staff exercise DiPLOs, a focus on knowledge production and sharing in Ulaanbaatar (analysis), made a broad spectrum delivery performance.	Review	Green		Gold deadline met, including the discussion after proposing a Ulan Bator Friendship Principles charter. FCDO discussed and signed off, with no Embassy wide resourcing budget concerns in place. New exercises by the DiPLO - Agors, FCO Staff Survey, discussions have identified some issues, sensitivities with opportunities for improvement.
3	Ensure Post's coverage is strength of Mongolian society through analysis and reporting of social media. Maximise the impact of project funds and high level visits through a wider range of media communications and engagements, including a media strategy that encompasses a holistic of all Embassy services.	Network	Green		Post has significantly enhanced its presence on social media. Facebook has seen a surge of issues, including Financing, FDI and NGO Sectors. Battle Tactics on social media has worked well. Post is on track for its effectiveness in Mongolia: including the development of our planned GATI social media strategy. Established a planned process for regular news articles to be published on Post's website including activities during the Ulan Bator visit and DFID projects.

Overall MTR Rating	Overall DTR Rating	Overall Progress (Max 250 words)
Amber		**[RE6A1783] - International Relations Section 27 (1a) MAJOR BILATERAL RELATIONS** Post is effectively working to provide innovative ways of maintaining and expanding British interests