

Maritime & Coastguard Agency Survey & Inspection

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

Farewell to Tom

I am retiring from MCA in December 2018 after 30 years of service. Over this time I have seen many changes within the maritime industry and the MCA. I really believe that the Survey & Inspec-



tion Transformation Programme (SITP) is well on course to deliver a first-class, effective and efficient survey and inspection service that is able to both meet customer expectations and the future challenges and demands of a very fast changing and dynamic industry. Over the last few months I have been working closely, with my successor, Fraser Heasley, who will be taking over from me from the 14 December 2018, to ensure a smooth transition of responsibilities.

The MCA and the UK Flag is internationally renowned as a quality organisation and I wish the staff and you as customers, best wishes and every success in the success for the future.

Meet the new CEO

By way of introduction I am Brian Johnson, CEO of the Maritime and Coastguard Agency.

It is an exciting time to be joining the Agency as this important change to the way that Survey and Inspection is being delivered.

Through the Survey & Inspection Transformation Programme I hope that you, our customers, will experience the positive impact of change that will see better responsiveness and improvements to the way we deliver our services

Some changes, such as ensuring that we have sufficient resources to meet customer needs, take time. Recruiting surveyors has been a big part of the Programme so far but our new surveyors need to be trained.



Another important part of our work at the moment, which you will see in 2019, is the development and testing of online systems such as e-certification and online booking portals which I look forward to introducing as they come online.

News from here

Katy Ware

Director



'Firstly, I would like to take this opportunity to recognise the hard work of Tom Elder during his 30 year career with the MCA. His commitment to the modernisation of our survey and inspection regime has ensured that the MCA has reached this point in the transformation Programme. I wish Tom a very happy retirement, of which I am sure he will enjoy every moment. I'd also like to welcome Fraser with whom I am very much looking forward to working with and continuing on the SITP journey.'

Fraser Heasley

**Assistant
Director North**



'I have been working closely with Tom over the last few months as I have been learning the new role and he has handed over the reigns. I'm very much looking forward to getting stuck in as we develop and implement process changes and implement new systems to support customers and the work we do.'

Anthony Heslop

**Assistant
Director South**



'As 2018 comes to a close it's great to reflect on what we've achieved in the last 12 months. We have taken onboard 24 new surveyors; started the development and testing of replacement systems, including online booking tools; rationalised two thirds of the estate in the SE of England as well as moved to a new, modern and cost effective office in Plymouth.'

What's Next...

Estates:

Aberdeen Marine Office

Aberdeen refurbishment works are scheduled to complete by the end of December. As well as a complete internal re-organisation and modernisation, customers will see a new, more comfortable waiting area and new oral examination rooms.

Liverpool Marine Office

Liverpool MO will also be undergoing refurbishment works in 2019, creating an open plan office as well as modernising the facilities. This will see the MO benefit from a refresh and modernisation. We will endeavour to minimise any disruption during this time to As always services provided to customers will still be available during this time with minimal disruption.

2019:

Things to do (to name a few):

- Transfer ops. From Norwich to Colchester MO.
- Recruitment
- Training of new surveyors
- Development and testing of online systems
- Development of Marine Office processes
- Staff development

Survey and Inspection Engineer Recruitment

The Maritime & Coastguard Agency (MCA) aims to be the best maritime safety organisation in the world. To achieve that, we need the best people. As well as nautical and ship disciplines we are particularly looking for experienced and capable Chief Engineers who would like to embark on an exciting career as Marine Surveyors and help us to achieve our vision – could this be you?

In January 19 we will be launching a national campaign to recruit engineers surveyors and others to fill other vacancies that will be occurring shortly due to retirements. To discover more about these roles includ-

ing the many benefits on offer and how to apply, please email the S&I recruitment team via HR_SITP@mcga.gov.uk. The advert and application process will be online through Civil Service Jobs, if you are interested set up an alert today!



SITP Team Availability over the Christmas Period

Please note that over the Christmas period there may be a delay in responses to emails submitted to surveytransformation@mcga.gov.uk.

From the 21st December 2018 to 7th January 2019 we will endeavour to respond to your queries as quickly as

possible and thank you in advance for your patience during this time.

For now; the Survey and Inspection Transformation Programme Team wish you a Merry Christmas and a Happy New Year!



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The next newsletter will be published in Spring 2019. If you would like to amend your contact details, add colleagues to the newsletter distribution list or leave general feedback, then please email us.