

Maritime & Coastguard Agency Survey & Inspection

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

Good feedback from survey

The online customer satisfaction survey has been running for six weeks and so far there has been some really great feedback.

If you see one of our survey emails in your inbox, please take the opportunity to rate our service and have your say on where we can improve and also where we are already doing well.

Without your input we are unable to understand your needs and improve the services we deliver to you, our customers.

Telephone survey

The next step in widening our scope for customer feedback is to launch a telephone survey. This will give all customers the chance to have their say and provide their extremely valuable feedback and input.

This survey is planned to go live this summer to supplement the online survey.



The customer feedback we have had so far has been very constructive and mostly positive. However, there have been areas identified where we need to do better.

Campaign

One of these is staffing levels in some areas. With two external campaigns completed and more planned for this year and next (see the article below), the MCA is positive that this is something that will improve.

More recruitment to come

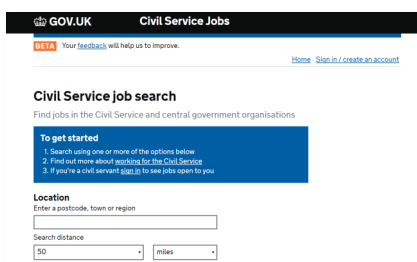
The next external Senior Executive Officer surveyor recruitment campaign is fast approaching and will go live on 30th July 2018.

If you are interested in applying, you will need to register with Civil Service Jobs to make an application: www.civilservicejobs.service.gov.uk.

You can also set up job alerts so that you don't miss any opportunities when jobs are advertised.

Our HR department will also provide additional support for individuals applying for surveyor roles.

If you have any queries about recruitment, whether it be about the SEO role itself or the application process, you can get in touch by emailing hr_sitp@mcga.gov.uk.



News from here

Katy Ware

Director

'The customer satisfaction survey has gone

live and so far we have had a very positive response. Completing this survey is key for the MCA to identify strengths and areas where we need to improve enabling us to deliver the best customer service possible. I look forward to seeing the next set of survey response figures and feedback.'



Tom Elder

Assistant Director North

'We are increasing the number of surveyors working from remote locations around the UK. We recognise the need, and are making positive steps, to support our customers wherever they are.'



Anthony Heslop

Assistant Director South

'With the second external recruitment campaign now almost complete and a third campaign planned ready to start at the end of July, we are actively moving towards building staff numbers and improving the service we deliver to you, our customers.'



What's Next...

Plymouth Marine Office

This office is due to relocate into an office at the new Endeavour House, located at Oceansgate Plymouth.

This is part of Plymouth Councils wider enterprise zone development of parts of the former Naval Dockyard (<http://www.oceansgateplymouth.com>).

The Marine Office will move into a suite on the first floor following fit out. The timeline of the move will be finalised following completion of external works.

Aberdeen Marine Office

Although Aberdeen will not be moving location there will be some changes to the office including layout and a brand new intercom system installed into the building.

We are also planning to create two new examination rooms.

These plans are currently going through approval processes with the aim to be completed by the winter.



Meet the surveyor Christian Olsen: Plymouth



I have recently joined the MCA as a marine surveyor based in the Plymouth Marine Office having previously worked with Lloyds Register as a marine surveyor.

In a similar way to joining a classification society, there is a significant training programme ahead of you in the form of the marine surveyor development scheme (MSDS).

The development scheme is comprehensive and covers a wide range of subject areas but it also recognises the knowledge and expertise that

ships masters, chief engineers and classification society surveyors bring with them as experienced marine professionals.

Through individual review panels, evidenced based prior learning is assessed and a development plan tailored to the individual, accelerating the training process and focusing it in the necessary areas.

The variety of work so far has been fantastic, ranging from small fishing vessels to large passenger ferries and cargo ships.

Like the private sector there is a strong emphasis on meeting client demands, assisting and working with industry whilst at the same time ensuring compliance.

The Plymouth Marine Office will shortly be moving to premises in the new Oceansgate marine development which will place the team at the centre of a new marine industrial hub in the South West.

Still to come...

Improving the services we provide you is one of our top priorities throughout the Survey and Inspection Transformation Programme.

With this in mind work has been started on a new online Survey, Inspection and Oral examination booking tool.

This is in the very early stages of development and more information and updates will be published as soon.

Keep an eye out in the Autumn edition of our newsletter for updates and more details on this exciting new tool.



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The next newsletter will be out in Autumn 2018. If you would like to amend your contact details, add colleagues to the newsletter to the distribution or have general feedback, then please email us.