

**MINISTRY OF DEFENCE POLICE AND GUARDING  
AGENCY**

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Date: 2 November 2011

**MINUTES OF THE MINISTRY OF DEFENCE GUARD SERVICE  
MANAGEMENT BOARD MEETING  
HELD ON 27 OCTOBER 2011 AT WETHERSFIELD**

Those present:

**Members:**

Mr M Shreeve	MGS B1 Ops	Chair
Mr J Bills	Snr Ops Mgr	
Mr M Cairns	RM2	
Mr P Brennan	RM3	
xxxxxxxxxxxx	RM4	
Mrs K Malough	RM5	
Mr A Murphy	MGS Ops Analyst	
Mrs C Roberts	MGS Bus Mgr	
Mr K Graham	CSO1 ACT	
Mr G McDermott	Snr HRBP	
Miss S Collins	L&D Supp Mgr	Secretary

**Ad Hoc Members:**

Mr M Scollan	R1 AM
Mr M Brett	IMOA
Mrs A Kinnish	R3 ROSM

**Apologies**

Mr D Wray OBE	Hd UG
Mr T McKinnon	MGS B2 CD&C
Mrs S Cook	L&D Mgr
Mr J Egan	RM1

## 1. Opening Remarks & Apologies

1.1 The Chair opened the meeting and welcomed Miss Samantha Collins (MB Secretary) and Mr Glen McDermott (Snr HRBP) to their first MB meeting. Introductions were received by all. Apologies were received from Mr D Wray, Mr T McKinnon, Mr J Egan and Mrs S Cook.

## 2. Confirmation of AOB

2.1 Pressure on CSO3s.

2.2 Lack of recruitment for Group Managers.

2.3 Savings.

## 3. Minutes & Actions Arising from Previous Minutes

3.1 Minutes of the MB on 28<sup>th</sup> July 2011 were agreed by all and passed for publication. The following actions arose:

- 3c** Your Say Action Plan – Flashlight article by B2 CD&C. Action outstanding. **B2 CD&C**
- 3d** ERP2 – Action complete.
- 3f** Group Manager Bi Lateral Reports – Briefing deferred until Jan 2012 MB. **RM1**
- 3h** CSO3 Report – Report forwarded to B1 Ops. Still to be reviewed. **B1 Ops**
- 4a** MOSS Folder contents and locking down folders– Actions complete.
- 4b** RM4 & RM1 to compare Absence Management – Action outstanding. **RM4 & RM1**
- 4bii** ATOS delayed response times to LTS reporting to HQ MGS– Ongoing business.
- 4e** RM2 to check on Repayment Customer task completion – all tasks fully completed, ensuring future tasks are at 100%.
- 4eii** VERS – B1 Ops to advise RMs where vacancies will be filled from other sites. Action ongoing. **B1 Ops**
- 4hiii** Operational Risk Register anomalies – Action complete.
- 6ii/ iii** Restricted Management classification removed from paper 047/11 and added to IAM report. Actions complete.
- 6iv** HdUG to re-issue IAM paper. Action outstanding. **HdUG**
- 6v** L&D Manager to produce E-Learning on IAM. Ongoing business.
- 8i** Cascading Information Audits NSI Clarification – Action outstanding. **Snr Ops Mgr**

**8ii** Cascading Information Audits article for Flashlight – Action outstanding.

**B2 CD&C**

**12ii** Assurance Audit Letters – Agreement now in place for letters to be sent to RMs as well as LMs.

**12iii** Advances of Salary – A short brief was provided by B2 CD&C in advance of meeting. Actions complete.

**13** MGS Forms – MGS has discretion on what forms are used, not NSI. Suggestions for form removals should be directed to Snr Ops Mgr. Action complete.

**14** Minimum Staffing Roster Reviews – RMs continuing to submit rosters. Ongoing business.

**AOB 1** Wellbeing presentation – Action complete.

**AOB 2** Security Clearances – Snr HRBP explained there was a report due on SC levels including details of where SC had lapsed. Ongoing business.

### **Standing Items**

#### **4a. Dii Issues**

- i. IMOA explained that role names must be changed to begin with 'MGS-' to ensure consistency and to ensure all MOSS push feeds work correctly. All were in agreement and endorsed MI 047/11 – MGS Role Naming Standard.
- ii. IMOA informed the meeting that the MGS HQ Dii roll out was complete.
- iii. IMOA explained that push feeds were not working on MOSS, which was mainly due to the role names. Although MOSS had been rolled out to all MGS Regions, some were using it more than others. IMOA stressed that people must start uploading documents onto MOSS as at some point in the near future the temporary file store on the Dii computers would be removed. There was discussion on the file structure and that it should be uniform across the MGS. IMOA was due to attend a meeting with the MOSS Users Group in November and B1 Ops requested he attend to discuss the file structure. IMOA to inform B1 Ops of the meeting date.

**IMOA**

#### **4b. Absence Management**

- i. B1 Ops gave an overview of the report on sickness absence. Currently the MGS sickness absence was higher than MDP or Civilians. RM4 also expressed concern over increasing short term sickness absence. B1 Ops asked all to encourage individuals to complete the Stress Survey and to ensure individuals are aware that if staff numbers reduce, then taskings must also reduce.
- ii. Snr HRBP explained that there was currently ongoing work to find out what Management information would be available in future. It is likely to be a basic report for all Departments; however, there would be some flexibility and individual

Departments can request additional information if necessary. Once more information was available on these reports it would be cascaded appropriately.

- iii. Snr Ops Mgr explained that rosters caused a great deal of problems as they were often not changed when staff levels reduced, causing additional pressure. Snr Ops Mgr to inform RM5 of individual units that use rosters with 5 shifts in a row.

**Snr Ops Mgr**

#### **4c. Quality Objectives**

- i. Snr Ops Mgr informed the MB that there were no changes to be made to the Quality Objectives except changing PPPA to DBS and DBS forms to HR forms.
- ii. RM3 asked if there would be any problems with continuing the internal audits. Snr Ops Mgr explained that there would not be a problem in completing these. CSO1 ACT informed the MB that he could assist with audits if necessary.

#### **4d. NSI Gold**

- i. Snr Ops Mgr informed the MB that the Quality Manual should be available online (via MOSS and the MGS website) by early November. He explained that it would be one document with bookmarks to each section.

#### **4e. Agency Key Priorities**

- i. B1 Ops reviewed the MGS performance against the Agency Key Priority targets.

#### **4f. HR Issues**

- i. Snr HRBP informed the MB of the following MOD Your Say response statistics:
  - a. MGS – 25.9% response.
  - b. Agency – 29.5% response.
  - c. CTLB – 46% response.
- ii. Snr HRBP gave an overview of the HR Department changes, explaining that there was a vastly reduced service now available and individuals would not get and should not expect the same service as they used to receive. There would be 3 MDPGA HRBPs who would be available to find the correct support for Managers to ensure the desired outcome could be reached when issues arose. An HR Dashboard had been produced for the Agency Management Board outlining key issues for HRBPs.
- iii. Snr HRBP informed the MB that there was an 80% uptake for the current VERS. VERS 2 was still under TU consultation but was to be for a 2 year period. Once consultation had completed a DIN would be issued outlining the process. There would likely be 8 release dates over the 2 year period and there would be a

change to the scoring matrix. If individuals declined their current VERS offer in the hope to apply for VERS 2 and leave at a later date they could not be guaranteed an offer. Panels would be convened as previously; however, the final endorsement would be done at CTLB level. Snr HRBP explained he would provide a brief at ERP2.

#### **4g. Financial Performance Report**

- i. MGS Ops Analyst gave an overview to the MB of the current financial performance report explaining that the position at the end of AP6 was an overspend of £680k; however, after £270k of outstanding transfers came in, the final overspend was £410k – 0.38% over budget.
- ii. MGS Ops Analyst explained that he would be sending out overtime sheets each month with a break down by Regions to ensure overtime was being spent in the correct areas.
- iii. The budget data would be collected by using previous Budget Manager contacts to ensure information went directly to HQ. MGS Budget Manager had recently visited some Regions to visit the previous Budget Managers to ensure this work was underway.

#### **4h. Risk Management**

- i. MGS Bus Mgr informed the MB of the changes to be made to the Risk Register. MGS Bus Mgr to make amendments and publish online (via MOSS & MGS website).
- ii. MGS Bus Mgr explained that HdUG was due to review a suggestion on adding a risk regarding the European Working Time Directives.

**MGS Bus Mgr**

**HdUG**

#### **4i. Operational Risk Register**

- i. The Operational Risk register was discussed and MGS Ops Analyst explained he would work with MGS Business Support Manager to ensure it was completed accurately.

#### **4j. Unit Visits**

- i. CSO1 ACT gave a brief on the unit visits. The brief is attached at Annex A to these minutes.

### **5. PR 11/12**

5.1 B1 Ops informed the MB that HdUG provided an update on SDSR, the Defence Reform and PR11/12 at the Bi Laterals. A response had gone back to the TUs following their response to the PR11 implementation document. The PR11 paper will then be forwarded to the Defence Operating Board along with TU concerns for review.

5.2 B1 Ops informed the MB that MGS Ops Analyst would have the future MGS

footprint as soon as possible and it would be distributed appropriately.

5.3 B1 Ops explained that the current MPGS recruitment campaign was due to funding given to them out of PR10 to bring them up to full complement (MPGS were under complemented by 700). The current campaign had nothing to do with the MPGS expansion measure.

## **6. 2011 Exercise Rolling Progress II**

6.1 B1 Ops informed the meeting that the programme had been agreed and would be issued in due course. The dress code would be the same as last year.

6.2 B1 Ops asked the RMs to canvas opinions in Regions and if anyone was prepared to stay in non en-suite accommodation at ERP 2 they were to let B1 Ops know.

## **7. 2012 Olympics**

7.1 RMs explained that they were prepared to amend shift start times around the Olympics if necessary. They informed the MB that Operational issues and annual leave allocation was not currently a problem.

7.2 This item to be kept on the agenda until the 2012 Olympics are complete.

## **8. MGS MB TOR**

8.1 The following changes to the MB TOR were reviewed:

- a. Risk Register to be reviewed at every MGS MB.
- b. MGS L&D Support Manager now Secretary for MGS MB.

8.2 The following changes were outlined during the meeting:

- a. 'MDP HQ Workforce Planning Mngr' to be removed.
- b. 'Senior HRBP HQ Divisions, Regions & OH' to be changed to 'Senior HRBP'
- c. 'MGS Fin Officer' to be changed to 'MGS Ops Analyst'
- d. 'MGS HRBP' to be removed.
- e. 'Head Human Resources' to be removed.
- f. 'Regional ROSM' to be added to ad hoc members.

**Sec**

*After note:* MGS Team Leader Training Design and MGS Team Leader Training Delivery have also been added as ad-hoc members.

## **9. Draft Paper 046/11 – MGS Notice Boards**

9.1 The MB discussed draft paper 046/11 and decided that whilst there was a need for notice boards to be available for staff with no IT access and to be

standardised to ensure everyone receives the same information, with the current introduction of MOSS and current issues, it was not considered essential at this time because of other priorities. It should be put on hold, to be reviewed in 1 year. **Sec**

## **10. MI 045/11 – Employee Relations – Engagement Plans**

10.1 The MB discussed MI 045/11, with B1 Ops explaining that CTLB had made it policy to have engagement plans in place. Whilst the idea was approved, it was also agreed that introductory steps should be made to explain the process in more detail (possibly at ERP2) before issuing the MI. The MI was; however, endorsed.

## **11. MI 046/11 – Lone Working**

11.1 The MB discussed MI 046/11. B1 Ops informed the MB that findings from the Region 2 Working Group (WG) reflected the RM comments. The draft of the MI and comments/outcome of the WG had been passed to the TUs for their comments. The MB agreed that an MI on lone working was needed.

## **12. Draft Paper 048/11 – CI Grid & Analysis**

12.1 The MB agreed to take draft paper 048/11 out of committee.

## **13. SDSR Plan, Action 7.13**

13.1 MGS Ops Analyst expressed concern over the following point under 'Key features' of the Budget Centralisation & Reform TOR:

- a. A budget manager support service to each portfolio – led by the Head of Finance, supported by the central finance team.

He explained that the role appears to have been expanded to include the audit and assurance function. This additional workload could prejudice the System of Internal Controls and impact on the normal MGS finance Function. MGS Op Analyst has expressed these concerns in an email to Hd of Finance.

## **14. Draft Paper 049/11 - Summer Dress**

14.1 The MB discussed draft paper 049/11 with B1 Ops explaining that the idea had been put to him following a discussion on the Supervisors course. The MB endorsed draft paper 049/11.

## **15. CSO4 Review**

15.1 The CSO4 Review was discussed. B1 Ops will write to RMs with the template letters to send to CSO4s.

**B1 Ops**

## **16. CSO3 Process Review**

16.1 The draft report was with B1 Ops for consideration.

**AOB**

## **17. Pressure on CSO3s & Recruitment for Group Managers**

17.1 RM4 informed the MB that within Region 4 there was a very high proportion of staff to CSO3s especially after TMP CSO3s had been reverted to their substantive grade. There was increasing pressure being put on Group and Area Managers and it was felt it should be brought to the attention of the MB.

17.2 Snr HRBP explained that business cases could now be put forward to extend TMP to a maximum of 2 years which may assist in some cases. Some RMs expressed concern as there were not always candidates who were either suitable or willing to undertake TMP.

17.3 B1 Ops said he would continue to press forward with the recruitment business cases that were originally put forward in December 2010. In the meantime, he asked RMs to encourage their staff to complete the MDPGA stress survey.

RMs

## **18. Savings**

18.1 This issue was raised as there appeared to be some confusion on the customer side with regard to the PR11 savings measure of stopping patrolling. At certain Brigades they thought that some of the savings made by reducing patrolling posts could be taken and used for other tasks, which would effectively reduce the saving. The correct position was that, should a post be removed all the savings made by the removal of that post was taken and part of it could not be utilised to increase or maintain other tasks elsewhere on the unit.

## **19. Next Meeting**

19.1 The dates for the next Bi-lateral and MB are Wednesday 25<sup>th</sup> & Thursday 26<sup>th</sup> January 2012.

## **ACT/CAM Update**

### **MGS Reviews**

1. DE&S position remains the same (advised that they will consider all ACT review reports relating to their sites on completion of the Review Programme).
2. MGS B1 Ops briefed on emerging findings for Faslane and Coulport reports being drafted.
3. Fort Halstead – report being drafted.
4. Menwith Hill – report being drafted. Initial recommendation being an uplift within the MGS disposition i.e. replace MDP 1 x24/7 Control Room operator with 1 x 12/5 MGS Officer.
5. RAF Northolt – Currently waiting on MGS HQ Ops teams' response re informing the customer that a formal ACT/MGS complement review is not required.

ACT Report template on MGS Reviews only is currently with MGS B1 Ops with comments for consideration.

### **Customer Account Manager (CAM)**

In light of the current situation not all PSyA representatives accepted the invitation to meet. Those who did, included Land Command, CTLB, USVF and Hydrographic Office. Air Command communicated via email and DIO via telephone. All concerned gave notice that, in light of the difficulties currently being faced by the Dept/MDPGA, that where appropriate the agreed changes within TAs, output was at an acceptable level.

1. DIO – At present there were no real concerns of note.
2. CTLB – Although not site specific, PT advised that there is a likelihood, reviews concerning MDP complements within the CTLB footprint will be asked for. There may well be uplift in unarmed guarding/MGS to meet any recommended reductions to MDP. More info will be given when known.
3. PT advised that CTLB/Main Building had accepted the 30% reduction in MGS complemented staffing levels brought about by PR09 and that the CSA has been amended to suit current staffing levels.
4. UK Hydrographic Office – Angela Richards stated that she needed clarification with regards to who pays for MGS overtime that may be incurred by short notice/lengthy absences though illness etc.
5. USVF – Although new in post USVF were in essence content with the service being provided.
6. USVF confirmed that owing to budgetary constraints they would not be taking forward ACT recommendations re recent review of RAF's Alconbury, Molesworth and Upwood. MGS HQ Ops and Regional Manager informed. ACT file closed.

7. Land Command by far was more vocal re the current difficulties faced by the MDPGA i.e. reductions in staffing levels, recruitment/overtime freeze, reductions to tasking and VERS etc.
8. BF advised that there is an aspiration by LC to bring back MGS under their control as was pre project unity. BF also advised that a paper had since been submitted to DBR, outlining LCs aspirations including a proposed Senior Management Structure, HQ and Training Locations.
9. Maj Harris asked what the Agencies position on recruitment would be post PR11 i.e. if an individual left a funded post?
10. Air Command Sqn Ldr Mike Alabaster via email correspondence reiterated that in essence AC have no issues at this time that can be discussed at CAM level and therefore to arrange a meeting at this time would not be worthwhile.
11. Outstanding – DSG, JHQ Northwood, Navy Command and DSTL.