

The Network

Issue 15

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Like it says on the tin...

Welcome to Issue 15 of The Network. We hope all our readers are enjoying the traditional British summer weather!

To help brighten up your day, we include a feature length article from DWP's Javid Khan who tells us about his work with the Forced Marriage Unit, and how it led to him receiving a royal appointment to collect a very special award.

We also hear from a number of our different North West government departments. We 'focus on' the Defence Business Service and include a contribution from Ben Kinley, Head of People Change and Development. Surj Sandel tells us about HMRC's tax specialist programme, and we feature the work of the Records Review team at the Departmental Records Office for the Department of Health.

The usual CS Local section is packed full of reports and opportunities from recent events and Liam Shiels talks to us about his 'Changing Horizons' experience.

There's all the regular features, including Just for You, the Plea Page and the Quiz – which is one for all your pop-pickers.

Finally, we have a request. The whole idea behind The Network was to make it fit with the digital way of working – so we want to review whether the Wordsearch and Sudoku quiz are popular features. Do you print this page off to try it out during your tea break, or can you work it all out in your head? Or, do you never even attempt to solve the puzzles because it doesn't fit with the e-format? Please let us know your thoughts by emailing one of our editorial team.

Enjoy, and thanks for your continued support!

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Civil Service Local is committed to ensuring that wherever possible our events are accessible to all participants. If you have any specific requirements that will enable you to fully participate, please let us know and we will endeavour to make any reasonable adjustments.

By Royal Appointment

This issue, we include a truly inspiring story. A feature-length article from **DWP's** Javid Khan. Find out how (and why) Javid was awarded one of this country's greatest honours...

I first became involved with forced marriage (FM) and honour based violence (HBV) prevention whilst working for the Training and Enterprise Council. I identified that being forced into marriage by their family or community was a major barrier preventing young women from entering employment or further education. I decided to do something about it. I carried out home visits, ran information sessions at community centres and delivered training to various organisations, including the police and local authorities.

Shocked at the scale of the problem and deeply affected by the involvement of my best friend and her four children in an 'honour killing', I have since been working with the Forced Marriage Unit (FMU), advising them on how to improve their existing support services. I am also a board member of Practical Solutions; a Lancashire based organisation set up to combat FM and HBV.



Although subject to threats, intimidation and criticism from some in the communities involved, I have been rewarded not just with an MBE but, more importantly, by knowing that I have raised awareness and understanding of FM and HBV right across our communities.

A Grand Day Out!

I still recall opening my official palace invitation a few months ago, in front of the family - I was allowed to take three guests! Time stopped as everyone automatically went into an impromptu mannequin challenge, looking at each other, wondering who would get a golden ticket to attend!

In the end, the palace allowed five guests; two nephews, two nieces and my best friend, Suhail. They are all involved in voluntary work of some sort and it was my plan to inspire them to do more by being part of the 'big day'. Nerves the day before meant I didn't sleep much and I was up at 6.30am watching the mice scoot around the hotel dining area!

On entering the palace, the art, furniture, sumptuous décor and impeccably dressed staff take your breath away. We were split into two groups: Recipients of honours up the right-hand staircase, guests to the left.

The 'honours recipients' room was large and grand and was filled with several groups of people chatting with each other. The right-hand side of the room resembled the cast of 'Twilight'; younger, taller and immaculately dressed. The left-hand side obviously represented the 'rest of the world!' Naturally I moved to the left, wondering what to do next.

Regardless of my nerves I was soon chatting with some fantastic people who had done amazing things for which they were being honoured. And contrary to my belief that we were in the presence of the 'undead' the other side of the room turned out to be athletes, none of whom could be bothered to crack a smile. "Muscles and style, but unable to smile" I commented, which got a few chuckles from my new friends.

**"Muscles and style, but
unable to smile"**

There was a beautiful air of positivity all around; everyone looked so happy, congratulating each other and genuinely interested in each other's work.

After around 30 minutes, a uniformed officer appeared to explain the proceedings and the various protocols to follow. Unfortunately, stood at the back we could barely hear him or see the demonstrations. We did however, manage to hear the final statement which was "Does anyone have any questions?"; we looked at each other without uttering a word.

Ten people were called at a time. I was in the final batch, which was no bad thing as it gave me more time to bond with new friends. Finally, we were led off to another part of the palace. I spotted my guests through an archway and gave a restrained wave. They also spotted me and returned an even more restrained wave!



The queue for the ballroom was really long; on a par with the weekend queue for Oblivion at Alton Towers.

While waiting, we chatted about the art adorning the walls; some even seemed quite knowledgeable. I joined in, as there wasn't much else to do. However the conversation came to an abrupt end when, presented with a

Rubens, I said, with a straight face, "And I thought it was a *Where's Wally?*" The conversations then turned to what we were doing after the ceremony. A number had booked afternoon tea with pink champagne at the Savoy or Ritz for 95 quid a head. I didn't have the heart to tell them that we were going to Nandos. 'You can take the lad out of Blackburn, but you can't take Blackburn out of the lad'!



As I came into the ballroom and saw Princess Anne for the first time, I was overcome with a heap of nerves. All the wisecracks and Mr-Bean-esque moments seemed to disappear. A member of the palace staff asked me how I was and advised that I should 'remember to walk tall.'

Then it was my turn to walk the few metres to the guard stood by the Princess Royal and wait for my name to be called. My legs were gearing up for a performance of Jacko's moonwalk. I was scared stiff!

When the announcement came, "Mr Javid Khan, for services to the prevention of forced marriage and honour based violence" I managed to deliver the worst Optimus Prime impression ever, even CP30 walks in a more human fashion! I performed my 'robotic boogaloo' to the point indicated, turned 90 degrees to face Princess Anne and took the two steps towards her with what I thought was a pleasant smile on my face. The photos online, on the other hand, plainly show me as completely petrified.

The Princess hooked the medal onto my lapel asked where I was from. She had obviously done her homework. She asked a number of questions demonstrating her knowledge and genuine interest, including around community perceptions and the attitudinal changes required, as well as my personal challenge, as a man, working in an area predominantly managed by women. We discussed the barriers and the challenges going forward and the Princess even offered solutions to further enhance collaboration with agencies. The more we spoke, the more comfortable I became and I recall speaking with passion and controlled enthusiasm. Throughout, she repeatedly remarked how brave and courageous I was.

'Mon Dieu' it was a totally beautiful moment! I felt truly proud to be British. The Princess Royal was extremely knowledgeable, gracious and possessed excellent people skills to have calmed me down and got me speaking so candidly.

In total we spoke for around six minutes. She then shook my hand, signalling the end of our discussion and I turned and walked back towards the entrance. Something seemed odd! Oh my giddy aunt, I had forgotten the last bit of protocol; instead of taking two steps back and nodding my head before turning I had just turned round and walked off. In less enlightened times that impertinence would have earned a short ride to the Tower! It was too late for a U-turn. My final walk was a speeded up version of my earlier iteration as I couldn't wait to get out.



The ceremony closed with the orchestra playing the National Anthem, which was hugely moving, and the Princess Royal walked gracefully down the aisle, gave the guests a nod of acknowledgment and that was that!

I re-joined my entourage and we exchanged hugs, selfies and high-fives. I also exchanged contact details with some of the other recipients – although to my nieces' dismay none of the famous ones!

Before we started our flurry of selfies I had one more surprise - my 'Awesome Sauce' moment. Each of my guests is involved in some charitable activity and to acknowledge this and inspire them further I presented each of them with their own mini-MBE medal for 'services to society'. No fancy speeches, as one more 'white-knuckle emotional rollercoaster' would have reduced me to tears. They were all overcome with the 'warm-and-fuzzies' and I was totally made-up by their reactions.

As some cyclists were being interviewed by the Beeb, my guests walked past in the background and were spotted by my sister on a news clip later in the day. This clip has now been immortalised on the BBC website which always brings a chuckle in the Khan household.

All in all it was an amazing experience!

I am a second generation Asian, Blackburn born and raised and I never dreamed that one day I would be visiting Buckingham Palace to be honoured. I am absolutely delighted that I was able to share the occasion with my family and friends, who have always supported my efforts in making society fairer for all.

It was both humbling and inspiring to be among the many people who were being recognised for their contributions to society.

I hope that my experience can inspire others to believe that despite our daily challenges, with hard work and determination anything is indeed possible.



Congratulations on
your achievement
Javid—from all of us
at The Network

Focus On... Defence Business Services (DBS)

Defence Business Services (DBS) is one of the largest 'Shared Services Centres' in Europe and delivers Corporate HR, Payroll, Finance, Vetting and Information Services across the Ministry of Defence (MOD). DBS is an organisation within the UK Government's MOD and is responsible for providing high quality and professional corporate services to the department. It was established on 4 July 2011 by joining together several MOD executive agencies, and the Service Personnel and Veterans Agency.

DBS is split into the following business areas:

- **DBS Civilian Personnel** - providing civilian human resources and pay services to Defence, its civilian staff and their managers.
- **DBS Finance** - providing information, advice and services to and on behalf of the MOD business areas.
- **DBS Knowledge and Information** - providing management information and data management services, long-term storage, management of records, library and web services to the MOD as well as to other government departments.
- **DBS Military Personnel** - responsible for providing HR services to the UK's Armed Forces personnel and oversees the Joint Personnel Administration HR IT System.
- **DBS National Security Vetting** - the UK's largest government organisation carrying out security vetting.
- **Veterans UK** - responsible for the administration and delivery of the Armed Forces pension and injury/ bereavement compensation schemes, including the War Pension Scheme.



Ben Kinley Head of People Change and Development in Defence Business Services gives us an insight into his day today work and the vital work carried out by the department...

I work in Defence Business Services (DBS for short). We're part of the Ministry of Defence and we provide services to both the department itself (including both the civilian and the military elements) and to the defence and security community more widely. For example, we carry out security vetting checks for all parts of government.

DBS is a very diverse organisation, and our work covers everything from paying the department's bills (about £25bn a year) to casualty repatriation from military operations overseas; from providing HR advice to issuing medals; and from paying pensions to maintaining the department's secret records, so my role is very varied and challenging. As Head of People Change & Development, I'm a member of the Executive Leadership Team leading on people issues for the 2,500 people who work for the organisation.



Given most of the things we do in DBS involve our people, I get to be part of all sorts of exciting things on a day to day basis. Having just agreed our organisation's strategy through to 2020, I'm currently working on ensuring that we have a People Strategy which supports that. In common with the rest of the civil service, we're currently working in challenging financial circumstances, and at the same time trying to find new ways of delivering our services, embracing digital methods wherever we can. We need to make sure that we engage our people in that change, and ensure that there are opportunities for all our employees to help shape what we're doing.

On a day to day basis, I spend much of my time visiting our 11 main sites around the country. In the North West, that includes our offices in Norcross, Liverpool and Cheadle

Getting to know Ben...

1. What is your favourite food? Anyone who's

worked with me will know that my answer to this has to be cake. I have a routine of cake in the morning and cake in the afternoon, to help me through the day.

2. What is your favourite sports team? I don't really watch much sport, so I can't say that I have a favourite team. I do like to be out in the mountains though, and head up to the Lakes as often as I can.

3. What was the last film you watched? Kung Fu Panda 3 – one of my son's favourites!

4. What CD's would be found in your car? An audiobook of The Gruffalo and a CD of Fairy tales – my children's choices for long car journeys.

5. Who would be your 5 ideal dinner guests? Given the choice, I'd choose a meal with my family, always the best company.

Hulme, but we also have offices from Scotland to Devon, and I have members of my team based in Bristol as well as with me in Norcross.

I enjoy keeping up to date with the latest developments on people issues in the MOD and across the Civil Service and translating them into practice in DBS. I also enjoy the different perspective that working with military colleagues brings. But, most of all, it's inspiring to work with the people in DBS, who work hard to make a difference every day.



You will notice that this months contribution has a strong link to our capability strand of our work programme, look out for details of our other strands in the future editions.

Opening your eyes to the bigger picture – Civil Service Live in Manchester

Civil Service Live 2017 at the Manchester Central venue saw thousands of civil servants come together from across the North West to learn new skills and network with staff from all areas of the organisation.

John Manzoni, chief executive of the Civil Service, opened proceedings by introducing a video demonstrating the broad diversity of roles across government, from food safety to improving social mobility. In all cases, the message was clear – no matter their roles or duties, civil servants are united in their efforts to deliver 'A Brilliant Civil Service'. John also emphasised to the room that, as there are more civil servants in the North West than anywhere outside of London, staff here are in the vanguard of change.



Suitably inspired and keen to learn, delegates then browsed the stalls and attended various workshops and seminars.

Alexandra Laing from HMRC was one of the volunteer helpers - the 'Orange Army' - who guided people around the venue and helped lost souls get to where they wanted to be. This gave her a broad perspective of what people got from the event. She said she had seen attendees networking as they left seminars and workshops, 'so that's a really good sign, where people are coming out and they're not just rushing off to the next thing but they're talking about what they've just been sat through.'

The Head of Civil Service Local, Leo Castledine, explained that the day allows the organisation to demonstrate what it does, and to recruit more volunteers for its programme of opportunities. She said it "helps our own development in keeping abreast of what's going on in the Civil Service, which is really vital for what we do. And it helps us to understand some of the issues in the major departments and to keep those contacts alive."



Brian McGuinness, Head of Operational Customer Services at the Disclosure and Barring Service (DBS) – and a graduate of last year's Middle Managers' Academy - was equally passionate when explaining why his department had made the trip to Manchester. He said had been to CS Live in London last year, and "took so much back from it, which has helped quite a few improvements to development of staff and also delivery to customers over the last year." Attending this year's event allowed him and his team to help raise DBS's profile, and to learn best practice from other departments – one of the key themes of the day.

Fran Jones and Sally Williams, both from the Department for Work and Pensions, shared what seemed to be a universally positive view of the event, and the invaluable opportunities it provides to forge closer links with the wider Civil Service.

“It’s been really, really good. We really enjoyed the seminars ... Next year we’d like to have an exhibit,” said Fran. Sally concluded: “I actually am proud to work in the DWP after what I’ve seen today – it just opens your eyes to the bigger picture.”



Widening our Government Access Point – support for vulnerable citizens

Civil Service Local has been running its Government Access Point project (GAP) service for a number of years, supporting hospice patients and their families to provide easy access to government-wide information at a difficult time in their lives.

GAP provides a friendly, face-to-face advice service giving practical information and joined-up advice on any Civil Service enquiry; staffed largely with volunteers from DWP, HMRC, Land Registry and the Ministry of Defence, it provides a one-stop advice service for any Civil Service query.



The team is largely based on the Fylde coast, but we have recently extended our service to Brian House Children’s Hospice, Blackpool. On our first visit we were able to support three families with a number of queries relating to DWP and HMRC in addition to advising them about additional lesser known services that government offers. We are also building links with wider organisations, such as a local carers’ centre and a wellbeing service, so it’s great for personal networking too.

We are always looking for new hospices in new areas to build relationships with, and to explore whether we could extend our programme to other areas of the North West. Please get in touch with [Andrew Crich](#) on the Civil Service Local NW team if you have any links with your local hospice, or if you want to work with us to set up a new GAP project in a new area, or get involved as part of a new team.

As well as raising awareness of government services and helping to change perceptions of the Civil Service, there are strong business and personal benefits to volunteer with GAP. Find out what some of volunteers - old and new - had to say about their GAP experience.

Debbie McGuirk: “Doing the one-to-one discussions is helping me understand different ways in which things can be put across, and to probe further asking the right questions in the right manner, showing empathy and understanding, etc.”

Linda Astley (Universal Credit, DWP): “I’ve gained insight into what Civil Service Local and GAP do, how they support the Civil Service Vision, and how they fit into helping us all become a ‘Brilliant Civil Service.’



I feel privileged to have joined such a positive, committed project.”

Kim Hewitt-Dean (Universal Credit Programme, DWP): “I feel that I am giving something back to Trinity Hospice, as recognition for the help and support they provided me in the past.”

Chris Challenger (Executive Caseworker, Land Registry): “On my last visit something came up about Employment and Support Allowance, which I learned about on the day from my colleague from DWP, and we were able to help the person asking for information, so it is increasing my awareness and knowledge of the wider Civil Service.

Gurby Woods (Carers’ Allowance, DWP): “I had an idea of what to expect but was surprised how upbeat and pleasant everyone we spoke to was. Some of the people we spoke to were more concerned for their family members rather than themselves. I found the whole experience fulfilling and beneficial. I am glad I could be a part of it and help someone through difficult times. This is an experience I would highly recommend to my colleagues.”

Autism WIDE



The Autism WIDE project held a discovery session to raise awareness of the condition, inviting colleagues from across government to come along and gain an understanding of it. By reaching out to colleagues we were inspired and heartened to hear of the need for a project to raise issues faced by people who have autism, and from carers and line managers who want more guidance and support.

Talking CVs - Step into Work

Mandy Parkinson and Susan Ellis from the Autism WIDE project went along to Autism Together in Wirral to deliver ‘Talking CVs’. Mandy said: “We wanted to inspire our group of students and ensure they understood the support and opportunities they would enjoy if they joined the Civil Service, and how they themselves would be valued”.



Mandy and Sue spent a couple of hours talking to the group and were overjoyed to receive great feedback from Hema, a co-ordinator from Autism Together. Hema said: **“Just to say thanks for this morning. It was a really positive session. I’m sure a few of our group will be logging on to the Civil Service jobs website.”**

New Database created for Autism Initiatives

Thank you to Owen Ashton for creating a database for one of our partner charities. Working collaboratively will save Autism Initiatives lots of time and much-needed funds. A brilliant example of our skilled people contributing to our wider community!



Autism Initiatives’ Edna Green expressed her approval of Owen’s work, saying, “It looks really good. This new database will really help with our fundraising and our charity.”

John Manzoni visits us at Civil Service Live



Someone who was very interested in our project was John Manzoni, chief executive of the Civil Service, who was given first-hand experience of what it's like to be autistic thanks to virtual reality headsets. John was really impressed and excited about the opportunity for colleagues to have a greater awareness of autism and how we can ensure our Civil Service is inclusive for all colleagues and customers alike.



Coming Soon!

Autism Awareness Session in September 2017.

Discovery session: Could you be a champion?

The role of Autism Champion is one of an ambassador, someone who is keen to spread awareness, a person who is eager to support a colleague who feels mis-understood, to help a customer who needs extra support, share information with a manager and explain the complexities of this often-hidden condition. You may wish to organise awareness days, raise money (as little or as much as your time allows) or share your knowledge with your team. You will be committed to diversity and inclusion and have a sense of pride in your role as a champion. You may work collaboratively with other champions, and you most certainly will see the bigger picture and want to make the Civil Service a brilliant place to work.

We need champions in all our departments in the North West region, so come along and find out more and chat to the champions already helping colleagues and making a difference. Training will be given by one of our partner charities, Autism Initiatives.

It may be the development opportunity you have been waiting for!

Pride of the Civil Service Awards



We are delighted to be hosting the awards this year. The awards will again bring civil servants together to recognise and celebrate the incredible work they do to improve the lives of people in our region. They recognise the special skills and abilities developed by individuals whilst undertaking voluntary activity in local communities and celebrates what they bring to the organisation as a result.

The 2017 award ceremony will be held on 17th November, the award categories are;

Carer of the year

Community Champion Award

Working with Children and Young people

Community Sport Award

Courageous Person

Fund Raiser of the Year Award

Inspirational Person Award

The closing date for nominations is the 15th September. Please see our blog for further information and the nomination forms.

Middle Managers' Academy North West



Civil Service Local's Middle Managers' Academy (MMA) for HEO and SEO leaders returned to the North West this summer following its first successful outing in 2016. We reached out to participants in the five-day event from across the wide spectrum of government departments and received strong feedback that it once again delivered a challenging and eye-opening experience.

Paddy Reason from HMCTS' (Her Majesty's Crown and Tribunals Service) applied to join on the basis it would be a good setting to exchange ideas with his counterparts in other departments and consider pathways for the next stage of his career. In practice, Paddy found the cross-government nature of the event delivered on its promises.

"I think this is a really positive approach and... I would recommend that as many staff as possible should get involved as you only see a small part of the civil service working in your own department and there is so much to see and learn from others. My 'family' [the team each participant was assigned to for the duration of the course] had representatives from UK Border Force, DfE (Department for Education), HMRC (Her Majesty's Revenue and Customs) and DWP (Department for Work and Pensions), and we were all able to bring something different to the exercises and hopefully the project to which we have been assigned."



"I have never met so many 'like-minded' people in such a short space of time. The 'family' were the best part for me and I look forward to working closely with them to deliver the project over the next 12 months. The presenters, facilitators and guest speakers were excellent, engaging and funny.

"If you are up for the challenge then the rewards are great and I wish this had been available to me a decade ago."

Border Force's Stephanie Lazzari advised that when it came to these activities the course was tough but worthwhile. "The days were long but I work long shifts so I was used to that... but the mental challenges really tested me because some of the tasks were definitely out of my comfort zone, but I enjoyed and embraced the challenges they brought me!"

Cabinet Office manager Kieran Lines was impressed with the level of detail explored on the course, having expected a relatively straightforward focus on management as it related to the Civil Service principles, 'A Brilliant Civil Service'.

"I was pleasantly surprised to see that... the academy also worked on some of the softer skills that are needed... There was a very big focus on reflecting on skills and qualities that I have developed in my normal work environment."

Kieran said the Academy "certainly fulfilled" his hopes that he would be able to reflect on what he had achieved in the last 12 months, and how he could develop his leadership skills going forward.

"It has given me the confidence to use those skills more widely across my work role and test out new skills that I picked up at the Academy. I have returned to work more confident than before."

Stephanie advised that, having stayed in a Law Enforcement Operational Delivery role for ten years, she is now looking forward to the project she will undertake with her Academy family providing her with the fresh challenge she's been missing.

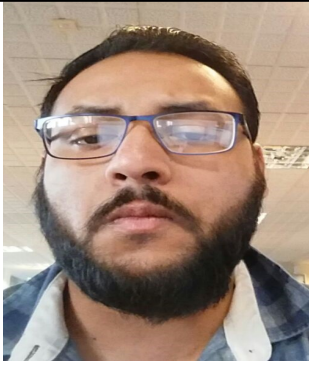
Every group undertakes their own challenge following completion of the event. Stephanie's business challenge is to consider how work can be promoted as 'good for you', with DWP taking the departmental lead. The problems they have asked the family to help resolve, with a view to increase the North West employment rate are:

- How to help individuals, particularly those with health conditions, recognise the health benefits of work and;
- Encouraging Health professionals and society to view work as a health outcome.

Stephanie said this was similar to work she has been involved in with previous civil service roles, therefore she was able to "draw on that experience but {also} get an abundance of new experiences out of the challenge".



Surj Sandel from HMRC tells us about the highs and lows of being a graduate trainee taking part in the Tax Specialist Programme...



The playwright George Bernard Shaw once said progress is impossible without change. It is entirely probable that he moonlighted as a graduate trainee at HMRC as the one thing that my time at HMRC has taught me is that regular change (especially for acronyms and names of business units) is an unavoidable part of being a civil servant.

I started on the 4 year Tax Specialist Programme in September 2013 (HMRC's version of the civil service fast stream). Less bright eyed and bushy tailed and more eager at reliving my university days whilst getting paid; I was in for a shock. The course is demanding and I was soon put in my place.

I joined the training team in Manchester who were all based in the now defunct Large and Complex directorate (cue earlier joke regarding name change) in Albert Bridge House. The day I came in to meet the team, the lifts were all out of order – anyone who works in Albert Bridge House (or any civil service building) will know that proper maintenance of lifts is for losers (tongue firmly in cheek).

I quickly settled in, met my manager and the wider team and from the word go was made to feel at home. Before I knew it I was in the midst of weekly tutorials, study days and frantic attempts to make sure that my casework was up to date (usually just before a review). Trainees are given a variety of opportunities to help them develop into all round individuals.

I was fortunate that in my 4 years I have worked within a variety of directorates including Large Business, Mid Size and Individuals and Small Business Compliance (ISBC). This has taught me a wide variety of case working skills.



Getting to know...

Surj Sandel

1. What is your favourite food?

Absolutely anything.
Massive foodie.

2. What is your favourite sports team?

I love my cricket so I'd say both the England and Indian national teams.

3. What books would be found on your bookshelf?

Tax manuals unfortunately for the next exam. Oh and a few books about Peppa Pig.

4. Who would play you in a movie of your life?

I'd like to say George Clooney or Denzel Washington, but any tall and mildly overweight actor with an amazing personality will do.

5. What CD's are currently in your car?

Jo Jingles singalong, R&B Classics, Bhangra Knights, Westlife (not mine!)

Surj is a big cricket fan supporting both England and Indian teams



England's leading test run scorer is Alistair Cooke with 11,175 and leading test wicket taker is Burnley born James Anderson with 477.

India's leading test run scorer is Sachin Tendulkar, the most prolific run scorer in test and one day history and leading test wicket taker is spin bowler Anil Kumble who has taken over 600 test wickets.

England and India have played 117 test matches against each other with England winning 43, India 25 and 49 draws.

The tutorials have taught me the technical stuff and at times I surprise myself at how much I remember from the tutorials when it comes to applying it to casework.

I joined the programme from outside HMRC and I never realised just how much experience there was in colleagues at HMRC. The amount I have learnt working

alongside somebody with over 20 years' experience can rarely be matched in just a classroom tutorial. So if you've recently worked with a trainee, on behalf of all trainees across any of our programmes, a massive thank you!

The course is intense with exams every 3-4 months. Now talking about intensity, people who know me might say

that I did not exactly help the matter. I got married in 2014, moved house in 2015 and had a baby in November 2015 – all extremely enjoyable and stressful life events. This is when I realised how supportive my managers and wider colleagues in tax

academy are. I was allowed to defer my exams by a year to allow me to learn more important nappy changing skills.

I re-joined the course a year later, with the 2014 trainees and I'm currently based within ISBC in Manchester. My original cohort have grown up and graduated to grade 7 roles and the finish line is in sight for me.

To anybody considering this course, I would say just go for it. It is intensive but as shown by my example above, it does cater for life events. The level of support is amazing from managers through to colleagues, tutors and fellow trainees. The trainee community is very close knit and we support each other through exams and there is usually some sort of a night out every other week.

This issue, we feature the work of one of the smaller offices in the region:



Department
of Health

Departmental Records Office

The Department of Health's (DH) Departmental Records Office (DRO) is based in Burnley. One of the teams, Records Review and Disposal, consists of an HEO and three EO's who are supported by two on-site staff members from Iron Mountain storage suppliers. We ensure DH compliance within the Public Records Act and Section 46 Code of Practice under the Freedom of Information Act. The DRO is also responsible for the review, selection and transfer of both paper and electronic records to The National Archives (TNA), in Kew.

The Background:

Up to the implementation of the 'Dacre' review, files were given a permanence review when they reached the 25th anniversary of the earliest document within the file. This meant files for permanent preservation could be catalogued, prepared, transferred and accessioned into TNA's collection of records by the time they were 30 years old. Either that, or the files could be destroyed in line with the Public Records Act. However, the 'Dacre' review reduced the 30 year rule to 20 years—which meant a massive shift in the DRO's work processes. The Department now has to review 2 years worth of material up to 2020.

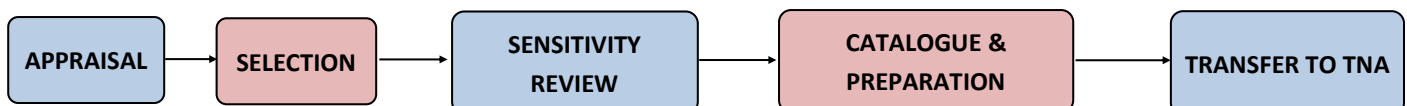
What Happens Now:

The team make an initial judgement and recommendation to TNA based on the content of the file, utilising relevant resources (previous reviews; distribution of business and an in-house Central File Records database). This helps identify lead policy areas and records of on-going interest and value relating to:

- ◆ The principle policies and actions of the UK Government
- ◆ The structures and decision-making processed in government
- ◆ The state's interaction with the lives of its citizens
- ◆ The state's interaction with physical environment

All the above help accurately record the history of the Department of Health.

The 5 Stages of Review



In addition to records review and disposal, the team assist colleagues and external researchers with identification of material held within DH's file store and TNA. This can help address Data Protection and Freedom of Information requests, and support research for academic thesis and publications.

Good record-keeping helps us give reliable information on which to base decisions and work with our stakeholders, and the ability to be consistent in responses to requests for information.

Over the last few years, the records we have reviewed have played a major part in the investigation of a number of high profile cases and enquiries. The types of files we review include information relating to:

- ⇒ Buildings and content ownership
- ⇒ Historical policy decisions
- ⇒ Material to help allay public fears around new, high profile health and vaccination topics

Follow up from Changing Horizons in Blackpool

As readers may recall from Issue 14 of *The Network*, Civil Service Local's first '**Changing Horizons**' event took place in March - a large-scale event aimed at levelling the playing field for children in the lowest area of social mobility in the North West - Blackpool. The day saw a host of local employers, volunteering and educational establishments come together to provide inspiration and interactive opportunities to 700 local schoolchildren (with the help of 230 civil service volunteers). Although this was an important event with the potential to be of great benefit to students we are happy to report there was no shortage of lighter moments.

700 school children

230 volunteers

**One live band.....Blackpool's
Changing Horizons!!**

With a live band, Blackpool's iconic Winter Gardens at our disposal and the type of positive vibes flowing that only prosper when a group of well-intentioned people work together, animated feedback and treasured anecdotes abounded from those in attendance.

One student impressed her contemporaries in the Empress Ballroom (and many others) by bravely taking up a guitar and joining the live band on stage to play Kaiser Chiefs' 'I Predict A Riot' in front of a thousand-strong audience of business leaders, civil servants and their fellow students to name a few.

The police service dogs were also a clear highlight for many students. DWP volunteer Jane Crosland said that a young girl in her group was momentarily concerned when one such canine approached her seat and gave the impression of indicating something untoward to its handler! Fortunately, it was quickly revealed that this was only because intoxicants had been planted to the underside of her chair for the purposes of a demonstration!

Among the happy moments of the day, we also received reports that two best friends from school who hadn't seen each other for twenty years were reunited by the event - one a civil service volunteer and the other a teacher who had travelled from a local school, both unaware of the encounter that awaited them. On a day arranged to bring young people closer to local businesses, it's very welcome to hear we also helped to bring two old friends together as well!

Since our first Changing Horizons event in Blackpool we have published a number of stories via *The Network* and our blog. These include a piece from the [Cabinet Secretary and Head of the Civil Service, Sir Jeremy Heywood](#) focusing on how the event showcased collaboration and its support for 'A Brilliant Civil Service' in addition to those highlighting [the event's aims](#) and what the [students](#) and [volunteers](#) thought about it.

After reading about our Changing Horizons success you may not be surprised to hear that we are already planning future dates - with a return to Blackpool being arranged and hopes for an additional Oldham event - as well as a planned twist on the formula to reach out to adult citizens.

Exciting times.

But we couldn't do extraordinary things like this without our extraordinary volunteers - so if any of our articles have aroused your interest, there are lots of varied roles that we need your support with before, during and after our events, all of which will test and build your capability, with some starting as early as September.

Interested? If so please email jo.nunnerley@cabinetoffice.gov.uk to register to find out more.

We are pleased to be able to let you know that the Learn2Lead session is now confirmed for Lancaster on the 14th September. The Learn to Lead Workshop is a product of the Civil Service Local North West Academy 2015. A Project Team have taken the Civil Service Leadership statement and developed a **one-day interactive workshop** to explore and discuss how we demonstrate its values. Please see the link below for more details and to book your early bird place [book your place here](#)

WATCH OUT FOR.....

Increasing self awareness / resilience

A real two for one offer with this double session looking at Emotional Intelligence with techniques for managing interpersonal relationships coupled with increasing awareness around mental health and wellbeing.

Where and when? November in Blackpool and Greater Manchester (tbc).

Breaking news..... We are also engaged with Steve Radcliffe Associates, the author of [Future Engage Deliver](#) and are working with them to hopefully bring a taster session to the North West too this Autumn, This is sure to fill up fast so watch this space!

Keep up to date with CS local North West on their [blog](#) for news, opportunities and more...

Test your music knowledge with The Network

Music Quiz

Round 1: Glastonbury

1. Which pop legend was once spotted at Glastonbury with a flag that read *"Hello? Is it me you're looking for?"*
2. Name the founder of the Glastonbury festival?
3. Which rock icon died the day before the 'first' Glastonbury in 1970?
4. And what was the Glastonbury festival officially called in 1970?
5. Who were the headline acts on the Pyramid Stage for each of the 3 nights at 2017 festival?

Round 2: Opening lines of 90's classics. Name the artist AND the song title

1. "Slip inside the eye of your mind".
2. "I guess now its time for me to give up".
3. "Yooooo, I'll tell you what I want, what I really, really want".
4. "Friends tell me I am crazy, that I'm wasting time with you".
5. "Look into my eyes, you will see, what you mean to me".



Round 3: 80's number 1s

1. What was the best selling single of the UK charts in the 1980s?
2. Which artist had the most UK number 1 singles in the 1980s?
3. Which group released the 1989 number 1, "Ride on Time"?
4. Glenn Medeiros was a one hit wonder with which 1980's number 1?
5. Who had number 1's with 'Prince Charming' and 'Stand and Deliver'?

Round 4: Identify the mega solo stars of today from the clues

1. I bet it was a nightmare to build a castle up there.
2. She knows how to 'Shake it off'.
3. Are you a Beliber?
4. She might blow 'Hot n' Cold' but her 'Roar' is deafening.
5. I wonder if he can 'Touch the Sky' like he claims.

Check the next issue for the answers and see how many you got right:

15-20: Wow, you are an icon (Elvis Presley)

10-14: You've had loads of success, but a bit main-stream for us (Coldplay)

5-9: One hit wonder (Hello, Chesney Hawkes)

0-4: You say loser, we say **HONEY G**

Just for Fun

You

Sudoku

Fill in the grid so that every row, every column and every 3x3 box contains the numbers 1-9

8		3	2		4	1	5	
		2	5		7	9		3
	4			6		8	2	7
9		7		1	5		8	
2	5				3		1	9
			8	2		3		5
1	2			5	6	7		8
		5	1				6	2
	8			3	2	5		1

Answers from last edition's Sudoku puzzle

		2	3	6			9	1
5				8		2		
			2				5	
4	5	8			7			
	3						4	
			4			1	8	9
	8				6			
		3		7				5
6	9			1	4	3		

WORDSEARCH

Can you find these Javidisms: JAVIDKHAN, MOONWALK, WALLY, AWESOMESAUCE, ANNE, PALACE, MBE, TWILIGHT, OBLIVION, MUSCLES.

U	W	Q	J	B	H	Y	L	L	A	W	J
L	A	O	B	L	I	V	I	O	N	F	A
B	P	S	H	M	X	P	U	O	Y	N	E
X	X	A	V	A	M	B	E	L	N	J	Q
E	T	Z	B	D	G	F	T	E	Y	L	P
X	Y	P	B	M	O	O	N	W	A	L	K
C	M	N	G	S	E	L	C	S	U	M	Q
P	A	L	A	C	E	D	I	M	N	I	A
E	C	U	A	S	E	M	O	S	E	W	A
X	O	K	D	K	K	N	K	F	J	R	M
H	J	A	V	I	D	K	H	A	N	O	W
S	V	I	T	H	G	I	L	I	W	T	K

Answers from last edition

1. Blackburn Rovers
2. James Anderson
3. Jimmy Gopperth
4. Widnes
5. Belgium
6. Sergio Garcia
7. Burslem
8. Washington Redskins
9. Italy
10. Kenya
11. 3
12. Charlie Sheen
13. Manchester
14. Harzand
15. Boston Celtics



Answers for the Cross-
Department Quiz and
Sudoku will feature in
Issue 16 of The
Network