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### Annex A: The Ministry of Defence and Armed Forces Mission

#### Purpose

The purpose of the Ministry of Defence, and its Armed Forces, is to:

- Defend the United Kingdom, and Overseas Territories, our people and interests;
- Act as a force for good by strengthening international peace and security.

#### How we achieve it

To achieve this, we:

- Make a vital contribution to Britain's security policy and its promotion at home and abroad;
- Direct and provide a Defence effort that meets the needs of the present, prepares for the future and insures against the unpredictable;
- Generate modern, battle-winning forces and other defence capabilities to help:
  - Prevent conflicts and build stability;
  - Resolve crises and respond to emergencies;
  - Protect and further UK interests;
  - Meet our commitments and responsibilities;
  - Work with Allies and partners to strengthen international security relationships.

Success depends, above all, on our people. We must:

- Recruit and retain the best people for the job from a diverse society;
- Train, motivate and equip them properly;
- Manage with care, ensuring that the demands on individuals and their families are reasonable;
- Develop careers in Defence and skills for life.

In all this we must:

- Make every pound count for Defence to ensure that the Defence Budget is used to best effect;
- Develop a joint approach, harnessing the three Armed Services, Defence civilians and all our resources to deliver the Defence mission;
- Be open, flexible and creative in the way we work;
- Help protect the natural environment;
- Be an active part of the wider community which we serve and in which we live.

# Annex B: Organisation and Management of Defence

#### **Secretary of State and Ministers**

1. The Secretary of State for Defence is responsible for the formulation and conduct of Defence policy. As at 31 March 2001, the Secretary of State was supported by two Ministers of State and one Parliamentary Under-Secretary of State, whose responsibilities are shown at Annex C. Following the June 2001 General Election, Ministerial appointments to the MOD were revised, and now comprise: a Secretary of State, a Minister of State for the Armed Forces, and two Parliamentary Under Secretaries of State – one for Defence Procurement and one for Service and civilian personnel policy, environmental, veterans and regulatory issues.

#### **The Principal Advisers**

2. Beneath Ministers lies the top management of the MOD, comprising ten senior officials (as shown in Figure 3 below). The Secretary of State has two principal advisers: the Permanent Under Secretary of State (PUS), and the Chief of the Defence Staff (CDS). They share responsibility for much of the Department's business, reflecting the input that both military and civilian personnel make to political, financial, administrative and operational matters. The PUS has primary responsibility for policy, finance and administration in the Department. He is the MOD's Principal Accounting Officer and is personally accountable to Parliament for the expenditure of all public money voted for Defence purposes. CDS is the professional head of the Armed Forces and the principal military adviser to the Secretary of State and the Government.

3. PUS and CDS each have a deputy; the Second Permanent Secretary (2<sup>nd</sup> PUS), and the Vice Chief of the Defence Staff (VCDS). They jointly head the Central Staff, the policy core of the Department, located mostly in London and responsible to Ministers for:

- Strategy and leadership;
- Setting policy and corporate planning;
- External relations and image;
- Setting targets, allocating resources and performance management;

4. Also within the head office in London sit the Chief of Staff of each of the three Services (Chief of the Naval Staff (CNS), Chief of the General Staff (CGS), and Chief of the Air Staff (CAS)). Together with the Chief of Defence Procurement (CDP), the Chief of Defence Logistics (CDL) and the Chief Scientific Adviser (CSA), they sit on the Defence Council and its executive arm, the Defence Management Board.

#### **The Defence Council**

5. The Defence Council is the senior Departmental committee. Chaired by the Secretary of State it provides the formal legal basis for the conduct of Defence in the UK through a range of powers vested in it by statute and Letters Patent.

#### **The Defence Management Board**

6. The Defence Management Board is the highest, non-Ministerial committee in the MOD. This Board was

formed on 5 July 2000, replacing the Finance, Planning and Management Group. Chaired by PUS, it is essentially the corporate board of the MOD, providing senior level leadership and strategic management of Defence. The members of the Management Board are shown in Figure 3, and its role is to deliver the Defence Mission. Specifically, it is responsible for:

- The role of Defence providing strategic direction, vision and values;
- **Targets and objectives** establishing the key priorities and defence capabilities necessary to deliver the MOD's strategy;
- Resource allocation to meet Defence priorities and tasks;
- **Performance management** managing corporate performance.

#### **The Service Boards**

7. Whilst the Management Board is responsible for managing the delivery of the key Departmental outputs, the administration of the single Services and their personnel is delegated to the Service Boards (the Admiralty, Army and Air Force Boards) from the Defence Council. The Service Boards are chaired by Ministers, with 2<sup>nd</sup> PUS acting as the Secretary.

#### **Service Executive Committees**

8. The day to day business of managing the single Services is formally conducted through the Service Executive Committees. They are:

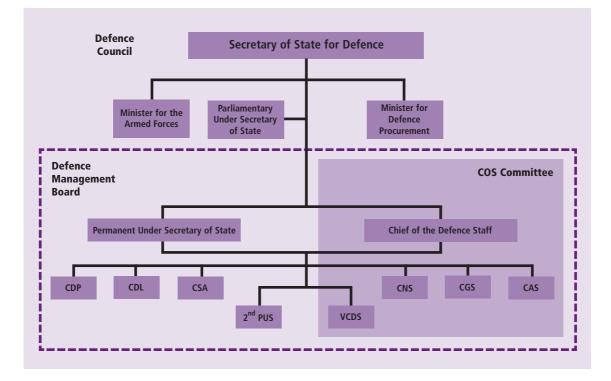
- The Navy Board;
- The Executive Committee of the Army Board;
- The Air Force Board Standing Committee.

9. These Committees bring together, under their respective single Service Chief of Staff, the operational and personnel commanders for each Service. The Committees support the respective Chiefs of Staff in his executive role, his management and operational advisory roles, and as the professional head of the Service.

#### The Chiefs of Staff Committee

10. The Chiefs of Staff (COS) Committee is chaired by the CDS and is the main forum in which the collective military advice of the Chiefs of Staff is obtained on operational issues and Defence policy. It is the MOD's principal crisis management committee. The PUS also attends this Committee.





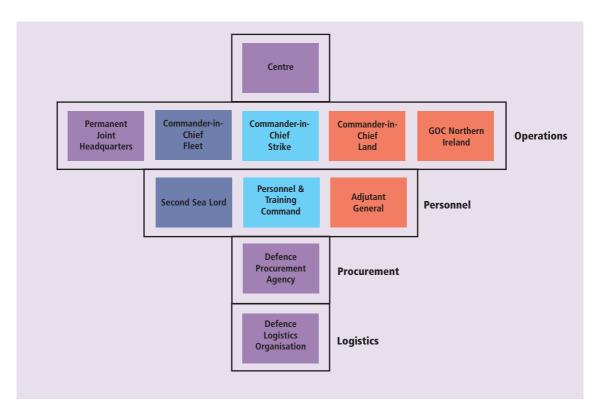
#### **Top Level Budgets**

11. Most Defence activity takes place outside the MOD head office and is managed through eleven Top Level Budget (TLB) holders (shown in Figure 4), and four Trading Funds not included in the TLB structure. PUS grants each TLB holder extensive delegated powers over personnel, infrastructure and budget. The Navy, Army and Air Force each have two separate TLBs for its Operational and Personnel commands, and the Army has a third TLB for Northern Ireland. These TLBs are headed by three and four star military officers.

- 12. The other TLBs are Defence rather than single Service organisations. These are:
  - The Defence Procurement Agency, which procures equipment for all three Services;
  - The Defence Logistics Organisation (created in the Strategic Defence Review to bring together Navy, Army and Air Force logistic functions, which were previously carried out separately);
  - The Permanent Joint Headquarters at Northwood, created in 1996 and headed by the Chief of Joint Operations, who is responsible for the planning and execution of joint (tri-Service) operations;
  - The Central TLB which is located mainly in London, and has lead responsibility for the MOD head office activities, including the development of policy and strategy, and a range of Department-wide 'corporate' services.
- 13. Within the TLB structure are a range of Agencies, spanning the bulk of Defence support activity,

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including logistics, training and corporate services such as bill-paying and policing (see paragraphs 125-132 of the main report). Secretary of State owns and is ultimately accountable for the performance of Defence Agencies and Trading Funds.



#### Figure 4: Top Level Budget Structure of the MOD

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## Annex C: Ministers and their Responsibilities

As at 31 March 2001

#### THE SECRETARY OF STATE FOR DEFENCE

MINISTER OF STATE FOR THE ARMED FORCES
Defence Policy and Planning, including:
Strategy, including Nuclear Policy
Size and Shape of the Services (excluding equipment projects)
Defence Budget Issues, including efficiency / asset use
Chairman of the Ministerial Efficiency Steering Group
Arms Control and Disarmament
NATO, WEU, European Defence Initiative
United Nations, OSCE
Visiting Forces
Operations:
Overseas commitments and garrisons
Northern Ireland
Military Aid to the Civil Authorities
UN Peacekeeping
Disaster relief
Military Assistance Overseas
Nuclear Accident response
Service Personnel Policy, including:
Armed Forces pay
Equal Opportunities
Training and Education
Compensation Policy
Intelligence and Security Policy
Public Private Partnerships (Including Market Testing) <sup>[1]</sup>
Operational Sustainability
Defence Logistics Organisation
Notes:

<sup>[1]</sup> Decisions on specific projects and individual Agencies will be handled by the Minister with responsibility for the area concerned.

MINISTER OF STATE FOR DEFENCE PROCUREMENT
Forward Equipment Programme, including:
Central Customer organisation
Defence Equipment Plan
Presentational issues
Procurement, including:
Procurement Policy, including chairmanship of Procurement Policy Board
Smart Procurement Implementation
Project Approval (including for Equipment Capability Upgrades)
Equipment Collaboration
Nuclear Procurement (including Safety and Disposal)

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Defence Industrial Questions
Contracts Policy
Chairmanship of the Defence Procurement Agency Board
Science and Technology Strategy and Research; DERA; including:
Civil use of Defence Research
New organisational arrangements
Defence Exports and Disposal, including:
DESO
Defence Sales Policy
All matters concerning Defence in the House of Lords

PARLIAMENTARY UNDER SECRETARY OF STATE AND MINISTER FOR VETERANS' AFFAIRS
Veterans' Issues
Gulf Veterans' Illness
Porton Down Volunteers
Nuclear Test Veterans
POWs
War Graves
Medals/Memorials
Service Personnel Casework
Civilian and MOD Police Personnel Policy and Casework
MOD Police Operations
Defence Estate and Works, including:
Service Housing
Heritage and Historic Buildings
Defence Medical Services
Medical Policy (except Gulf Veterans)
Surgeon General's Department
Front-line medical support
Regulatory Issues, including:
Environmental Issues
Health and Safety Policy
Claims Casework
Public Service Matters, including:
Citizens Charter
Open Government
Non-Departmental Public Bodies
Reserves and Cadets
Low Flying
Hydrographic and Meteorological Offices
Service Museums
Visits by Peers and MPs / Armed Forces Parliamentary Scheme
Procurement matters in the House of Commons

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## Annex D: Government **Standards**

#### Fraud

1. During 2000/01 the Defence Fraud Analysis Unit cemented its role as the central focus for fraud matters, including contract (procurement) fraud, and evaluated an increased number of cases. A Departmental Fraud Policy Statement and accompanying Response Plan were issued, along with revised guidance on the reporting of suspected fraud, and an Action Plan was created to address the risk of fraud in property management. The ongoing programme of fraud awareness training was also sustained. A total of 172 suspected and proven cases of internal and contract frauds, including 60 related to theft, were reported to Her Majesty's Treasury for 2000/01, with an estimated value of £0.881m.

#### **Bill Paying Performance**

2. The Departmental aim remained to pay bills in accordance with agreed contractual conditions or, where no such conditions exist, within 30 days of receipt of goods and services or the presentation of a valid invoice. Details of performance shown in the table below are also set out in the Foreword to the relevant Agency Accounts, which have been agreed with the National Audit Office.

3. The Trading Funds represent about 5% of the bills paid by MOD. In the following table their performance, although improved, appears to be slightly below that of MOD Headquarters. This is largely a result of small differences in the contractual period in which invoices are accepted as valid.

Bill Paying Performance – Proportion of Bills Settled within 30 Calendar Days				
	1999/2000		2000/	2001
	Target Achieved		Target	Achieved
MOD Headquarters				
(94.9% of total)	100.0%	100.0%	100.0%	100.0%
Defence Evaluation and Research Agency				
(4.7% of total)	100.0%	97.8%	100.0%	98.0%
Meteorological Office				
(0.3% of total)	100.0%	95.2%	100.0%	96.8%
UK Hydrographic Office				
(0.1% of total)	100.0%	90.0%	100.0%	98.5%

#### **Open Government**

4. Following Royal Assent of the Freedom of Information Act in November 2000, work started to prepare for its implementation. Given the size of the Department, the scope of its business and the demanding obligations inherent in the Act, a major effort will be needed to ensure that, on implementation, all relevant staff understand and comply with the new statutory obligations. A Department-wide publicity campaign and a programme of consultation, awareness briefings and training is planned, the first stage of which began during 2000/01. The publication scheme required by the Freedom of Information Act will be a key element in making information available on a proactive and continuous basis. In advance of this, MOD is preparing a pilot publication scheme as part of a project sponsored by the Information Commissioner.

5. In the meantime, initiatives continued to achieve greater openness under the existing **Code of Practice on Access to Government Information**. For example, during 2000/01:

- Regular press briefings were given by Ministers and senior officers/officials during the political coup in Sierra Leone and the flood crisis in Mozambique. The Internet also played an integral part in the provision of up-to-date information and joint websites were established with the Foreign and Commonwealth Office and Department for International Development. These provided details of the actions of the UK and partner nations, together with maps, photographs and links to useful sources of information elsewhere on the Internet.
- The ongoing programme of reviewing records closed for more than 30 years also continued. During 2000, 82 such files were released to the Public Record Office, bringing to 11,805 the total number of such files released since the programme began in 1992.

Requests for information under the Code of Practice during 2000	Number
Number of Code requests dealt with over the period	23
Number of Code requests answered within 20 working days	18
Number of Code requests for which charges were made	0
Number of Code requests which were refused	6
Number of Internal reviews completed	5
Number of Internal reviews completed within target (20 working days)	1
Internal reviews: original decision upheld	4
Internal reviews: decision altered – additional information supplied	1

#### **Accountability to Parliament**

6. During 2000/01, the Department responded to 7 reports published by the Committee of Public Accounts:

Report Number	Title	Government Reply
15 <sup>th</sup> Report 1999/00	Ministry of Defence: The Procurement of Non-Combat Vehicles for the Royal Air Force	Cm 4758
26 <sup>th</sup> Report 1999/00	The Private Finance Initiative: The Contract for the Defence Fixed Telecommunications System	Cm 4886
33 <sup>rd</sup> Report 1999/00	Ministry of Defence: Major Projects Report 1998	Cm 4901
36 <sup>th</sup> Report 1999/00	Ministry of Defence: Appropriation Accounts 1998-99 (Volume 1, Class 1)	Cm 4901
44 <sup>th</sup> Report 1999/00	Ministry of Defence: Accepting Equipment Off- Contract and into Service	Cm 5078
45 <sup>th</sup> Report 1999/00	Ministry of Defence: Acceptance of the Chinook MK2 Helicopter	Cm 5078
46 <sup>th</sup> Report 1999/00	Ministry of Defence: Kosovo – The Financial Management of Military Operations	Cm 5071

Report Number	Title	Date of Government Reply
2 <sup>nd</sup> Report 1999/00	Ministry of Defence Annual Reporting Cycle (HC 158)	6 April 2000
5 <sup>th</sup> Report 1999/00	The Defence Geographic and Imagery Intelligence Agency (HC 100)	17 May 2000
6 <sup>th</sup> Report 1999/00	The Appointment of the New Chief Scientific Adviser (HC 318)	27 June 2000
7 <sup>th</sup> Report 1999/00	Gulf Veterans' Illnesses (HC 125)	6 July 2000
8 <sup>th</sup> Report 1999/00	European Security and Defence (HC 264)	27 June 2000
9 <sup>th</sup> Report 1999/00	The Future of the Defence Evaluation and Research Agency (HC 462)	28 July 2000
10 <sup>th</sup> Report 1999/00	Major Procurement Projects (HC 528)	2 October 2000
12 <sup>th</sup> Report 1999/00	The Adaptation of the Treaty on Conventional Forces in Europe (HC 295)	9 October 2000
13th Report 1999/00	Iraqi No Fly Zones (HC 453)	12 October 2000
14 <sup>th</sup> Report 1999/00	Lessons of Kosovo (HC 347)	8 January 2001
1 <sup>st</sup> Report 2000/01	ort 2000/01 The Six Nation Framework Agreement (HC 115) 16	

7. The Department also responded to 11 House of Commons Defence Committee reports:

#### **Parliamentary Correspondence**

8. The table below shows Departmental and Agency performance in replying to correspondence from Members of Parliament, Members of Devolved Legislatures, Members of the European Parliament, and Peers during 2000/01.

Departmental and Defence Agency Performance in Replying to Correspondence from Members of Parliament, Members of Devolved Legislatures, Members of the European Parliament, and Peers.				
	Target set for despatch (working days)	Number of letters received for answer	% of replies within target	
Ministry of Defence (excluding Defence Agencies)	15	4,948	77	
Defence Agencies				
Armed Forces Personnel Administration Agency	15	22	100	
Army Base Repair Organisation	15	2	100	
Army Personnel Centre	15	79	97	
Army Training and Recruiting Agency	15	16	94	
British Forces Post Office	15	9	89	
Defence Aviation Repair Agency	5	4	100	
Defence Analytical Services Agency	15	1	100	
Defence Bills Agency	10	6	100	

	Target set for despatch (working days)	Number of letters received for answer	% of replies within target
Defence Clothing and Textiles Agency [1]	15	3	100
Defence Communication Services Agency	15	0	N/A
Defence Dental Agency	15	0	N/A
Defence Estates	15	7	100
Defence Evaluation and Research Agency	15	108	95
Defence Geographic and Imagery Intelligence Agency	15	0	N/A
Defence Housing Executive	15	0	N/A
Defence Intelligence and Security Centre	15	0	100
Defence Medical Training Organisation	15	0	N/A
Defence Procurement Agency	15	140	99
Defence Secondary Care Agency	15	0	N/A
Defence Storage and Distribution Agency	15	1	100
Defence Transport and Movements Agency	15	1	100
Defence Vetting Agency	15	4	100
Disposal Services Agency	15	1	100
Duke of York's Royal Military School	0	0	N/A
Hydrographic Office	15	0	N/A
Logistic Information Systems Agency [2]	15	0	N/A
Medical Supplies Agency	15	0	N/A
Meteorological Office	15	22	91
Ministry of Defence Police	15	2	100
Naval Bases and Supply Agency [3]	15	8	100
Naval Manning Agency	15	9	67
Naval Recruiting and Training Agency	15	40	100
Pay and Personnel Agency	10	26	77
Queen Victoria School	15	1	100
RAF Personnel Management Agency	15	6	100
RAF Training Group	15	1	100
Service Children's Education	15	0	N/A
Ships Support Agency [3]	15	8	100
War Pensions Agency <sup>[4]</sup>	20	420	99

Notes:

<sup>[1]</sup> Agency status was removed on 1 October 2000.

<sup>[2]</sup> Disestablished as a next steps Agency on 1 April 2001 and now forms part of the Defence Communication Services Agency.

<sup>[3]</sup> Merged to become the Warship Support Agency on 1 April 2001.

<sup>[4]</sup> Transferred to the MOD, from the Department for Work and Pensions, on 11 June 2001. Figures show only correspondence sent direct to the Chief Executive during 2000/01.

#### **Advertising and Publicity**

9. The costs incurred by the MOD within financial year 2000/01 for advertising and publicity were as follows:

Category	Expenditure (£ million)
Recruitment:	
Royal Navy/Royal Fleet Auxiliary	6.5
Army	17.3
Royal Air Force	6.9
Civilian	3.4
PR, Marketing and Business Support Services	2.9
Chief of Public Relations Expenditure	2.8
Sales Promotion	1.7
Scholarships	0.9
National Employers Liaison Committee (Territorial Army)	1.1

#### Safety, Health, Environment and Fire Issues

10. The Department actively developed its safety management structures and procedures, allowing it better than ever before to meet its goal of delivering military capability in a safe, environmentally-conscious and cost-effective manner. Over the year considerable progress was made in a number of areas, including:

- The new Departmental Safety Management System was implemented;
- The Defence Ordnance Safety Board was established in October 2000;
- Work continued on the future Departmental requirements for fire services;
- A new Departmental Audit Code of Practice was issued in April 2000;
- Work continued on the development of MOD's corporate Environmental Management System. Existing procedures from the Royal Navy and Royal Air Force systems were combined to produce a MOD-wide environmental management guidance manual based on the ISO 14001 standard;
- MOD actively participated in the Government's Revitalising Health and Safety agenda, contributing members to the various inter-Departmental steering and working groups;
- Guided by reports from the House of Lords Select Committee on Science and Technology and the independent Radioactive Waste Management Advisory Committee, MOD developed a strategy for Defence-related nuclear wastes;
- In July 2000 the Department published a pioneering study into the environmental impacts of the Strategic Defence Review on the Defence Estate. This was thought to be the largest and most complex environmental appraisal ever conducted in this country.

11. Further information on MOD's environmental and safety performance can be found in the Defence Environment and Safety Report 2000/01 and in the Green Ministers' Report 2000/01.

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# Annex E: Public Service

1. The Department's Public Service Agreement (PSA) for 2000/01 was published in the Government White Paper "Public Services for the Future: Modernisation, Reform, Accountability" (Cm 4181, December 1998).

2. The PSA sets out the objectives, key targets and resources for the Ministry of Defence and the Armed Forces for the period 1999/00 to 2001/02, reflecting the outcome of the Strategic Defence Review. The Secretary of State for Defence is responsible for delivering it. The aims and objectives set out in the PSA are reproduced below.

### The Objectives of the Ministry of Defence are to provide the defence capabilities needed:

- **A** To ensure the security and defence of the United Kingdom and the Overseas Territories, including against terrorism;
- **B** To support the Government's foreign policy objectives, particularly in promoting international peace and security.

#### Supporting Objectives (grouped by outputs):

#### **Department of State**

- 1 To produce a Defence strategy, policy and programme matched to our security needs now and in the future;
- **2** To help dispel hostility and build and maintain trust through defence diplomacy, and play an effective and leading part in support of NATO, the Western European Union and the United Nations;
- **3** To provide clear and timely strategic direction on the participation of UK forces in conflict prevention, crisis management and operations;
- **4** To allocate available resources in a way which maximises military capability and other Departmental outputs;
- **5** To encourage the competitive strengths of British defence suppliers and, within the framework of the Government's arms sales policy, support British defence exports.

#### **Military Capability**

- **6** To bring together maritime, ground and air components into coherent joint forces under unified command fully capable of achieving the Government's strategic objectives;
- **7** To deliver appropriately motivated, manned, trained and equipped force packages, at the required level of readiness, and with the necessary support, sustainability and deployability, to achieve the full range of agreed military tasks.

#### **Equipment Programme**

8 To procure equipment which most cost-effectively meets agreed military requirements.

Success in achieving these objectives depends upon:

- Being a good, equal-opportunity employer offering a clear sense of purpose and able to attract recruits and retain well-trained personnel;
- Seeking value for money in every activity of the MOD and the Services;
- Communicating effectively, internally and externally, why Defence matters and the tasks of our forces and the civilian personnel who work with them.

The MOD works with other Government Departments to achieve its objectives, for example with the Foreign and Commonwealth Office on foreign policy and security issues.

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# Annex F: Defence Missions and Military Tasks

#### **Defence Mission A: Peacetime Security**

#### MT1: Military Aid to the Civil Power in Great Britain

Military Aid to the Civil Power in Great Britain is provided for the direct maintenance or restoration of law and order in situations beyond the capacity of the civil power to resolve in any other way.

#### MT2: Military Aid to the Civil Power in Northern Ireland

Military Aid to the Civil Power in Northern Ireland supports the police in maintaining law and order and combating terrorism through the conduct of operations to deter terrorist activity.

#### **MT3: Counter Drugs Operations**

Military forces are made available upon request, where operational commitments and resources allow, to support the counter-drugs activities of law enforcement agencies in the United Kingdom and the Overseas Territories, and in support of the international counter-drugs effort.

#### MT4: Military Aid to Other Government Departments

Military Aid to Other Government Departments is the use of military forces for non-military Government tasks, including fishery protection and hydrographic tasks.

#### MT5: Military Aid to the Civil Community

Military Aid to the Civil Community is the provision of Service personnel and equipment, both in emergencies and in routine situations, to assist the community at large.

#### MT6: Military Search and Rescue in Peacetime

The Armed Forces provide a 24-hour peacetime search and rescue capability, with the priority task of rescuing Service personnel in the United Kingdom and surrounding seas. Search and Rescue for the civil community is provided in conjunction with other relevant agencies.

#### **MT7: Nuclear Accident Response**

The Department maintains a capability for nuclear accident response to ensure, in conjunction with civil agencies, an effective response to incidents or accidents in the United Kingdom involving nuclear weapons, Defence nuclear materials or naval reactors, or involving UK nuclear weapons, Defence nuclear materials or naval reactors overseas, including the consequences of terrorist acts on UK territory involving nuclear weapons or materials; and, when requested, to provide assistance to UK civil authorities in accidents with civil nuclear facilities.

#### MT8: Integrity of United Kingdom Waters in Peacetime

To demonstrate British sovereignty within, and ensure the integrity of, the United Kingdom's territorial waters

(and where necessary to protect the United Kingdom's rights and interests in the surrounding seas), a military presence is maintained which provides routine sea and air surveillance of these waters in peacetime.

#### MT9: Integrity of United Kingdom Airspace in Peacetime

A continuous recognised air picture and an air policing capability is needed to maintain the integrity of the United Kingdom's airspace, and meet NATO commitments in Air Policing Area 9 (previously known as the United Kingdom Air Defence Region).

#### MT10: Intelligence

Defence intelligence collection, processing and analytical capability is required to support policy makers, planners and operational commanders.

#### MT11: Hydrographic, Geographic and Meteorological Services

Hydrographic surveying and geographic mapping and survey services are a Defence responsibility because of the security aspects of providing hydrographic support for the strategic deterrent, anti-submarine warfare and mine countermeasures operations, and the need to maintain a survey capability for operations and emergencies. The Meteorological Office provides essential meteorological services and weather forecasts for the Armed Forces; and undertakes meteorological and climate research activities in order to retain Britain's world class reputation in meteorology.

#### **MT12: Evacuation of British Citizens Overseas**

In cases where civil contingency plans prove insufficient, Defence capabilities held for other purposes may be used to evacuate United Kingdom entitled personnel from countries where their lives may be at risk.

#### **MT13: Public Duties and VIP Transport**

The Department provides military personnel for state ceremonial and routine public duties, and secure air transport for the use of the Royal Family and senior members of the Government.

#### **Defence Mission B: Security of the Overseas Territories**

#### MT14: Security of the Overseas Territories

The Ministry of Defence is responsible for the external security of Britain's Overseas Territories, and provides support and assistance to the civil authorities as required.

#### MT15: Security of the Cyprus Sovereign Base Areas and Territorial Waters

The British presence in the Sovereign Base Areas of Cyprus provides strategic communications facilities, a base for operations in the Eastern Mediterranean and beyond, military search and rescue, and training facilities.

#### **Defence Mission C: Defence Diplomacy**

#### MT16: Arms Control, Non-Proliferation, and Confidence and Security Building Measures

The Ministry of Defence provides military and civilian personnel in support of arms control, non-proliferation and confidence and security-building regimes. It also supports export control regimes and arrangements. In addition, the Ministry of Defence is responsible for ensuring that Britain retains the ability to achieve political and military objectives despite the presence, threat or use of nuclear, biological or chemical weapons and their means of delivery.

#### MT17: Outreach

The Outreach programme is designed to contribute to security and stability in Central and Eastern Europe, the Caucasus and Central Asia through bilateral assistance to and co-operation with the countries concerned.

#### **MT18: Other Defence Diplomacy Activities**

The Ministry of Defence undertakes military assistance activities with overseas military forces and defence communities (not already covered under the Outreach programme under MT17) to help to dispel hostility, build and maintain trust, and assist in the development of democratically accountable armed forces.

#### **Defence Mission D: Support to the Wider British Interests**

#### **MT19: Support to Wider British Interests**

The Ministry of Defence conducts activities to promote British interests, influence and standing abroad, including in relation to Brunei, the Five Power Defence Arrangements and support to defence exports.

#### **Defence Mission E: Peace Support and Humanitarian Assistance Operations**

### MT20: Humanitarian Assistance Operations and Disaster Relief Outside the United Kingdom and Overseas Territories

Humanitarian crises and disasters, if not addressed rapidly and effectively at an early stage, can often lead to potentially serious conflicts. When appropriate, and at the request of the Foreign and Commonwealth Office or Department for International Development, the Armed Forces contribute to humanitarian and disaster relief operations, either on a national basis or as part of a co-ordinated international effort.

#### MT21: Peacekeeping

Prevention, containment and resolution of conflict is a vital element in the maintenance of international stability and security. We may therefore wish to make an appropriate contribution, in concert with other nations, to international peacekeeping operations. Such operations are conducted with the consent of the disputing parties in order to support the achievement of a long-term peace settlement to oversee implementation of the terms of such a settlement.

#### **MT22: Peace Enforcement**

Britain may wish to make an appropriate contribution, in concert with other nations, to international peace enforcement operations. These are conducted in circumstances where there is no peace agreement or peace process to which all parties to a conflict are committed, and are therefore coercive in nature. Such operations may involve a range of military activities, possibly extending beyond the immediate zone of the conflict, designed to coerce belligerents into acceptance of a peaceful resolution of hostilities.

#### **Defence Mission F: Regional Conflict and Crisis**

#### MT23: Regional Conflict and Crisis

Britain may wish to respond, along with other nations, to conflicts or crises arising outside the territory of NATO members, in order to support other allies and partners, to protect our national interests, to maintain international security and stability or to uphold international law. Our response may include operations to effect change in the behaviour of an aggressor or potential aggressor by coercive means.

#### **Defence Mission G: Regional Aggression Against NATO**

#### MT24: Regional Aggression against NATO

Under Article 5 of the Washington Treaty, Britain would assist any NATO Ally or Allies under armed attack in Europe or North America by taking appropriate action, including the use of armed force. Britain's force planning to meet this commitment is based on the contingency of a regional conflict involving aggression against a NATO member. This may include the pre-deployment and reinforcement of forces during a time of tension in order to deter aggression. The complete range of Britain's military capabilities, including our nuclear forces, is available to NATO.

#### MT25: Military Home Defence

The Government has an obligation to ensure the provision of critical services and the functioning of government itself during times of crisis and conflict. This is achieved primarily by the protection of critical installations and information systems.

#### **Defence Mission H: Strategic Attack on NATO**

#### MT26: Nuclear Forces

Britain's Trident force provides an operationally independent strategic and sub-strategic nuclear capability in support of NATO's strategy of war prevention and as the ultimate guarantee of our national security. In current circumstances, nuclear forces continue to make a unique contribution to ensuring stability and preventing crisis escalation. They also help guard against any possible re-emergence of a strategic scale threat to our security.

#### MT27: Strategic Attack on NATO

This Task is concerned with the very remote risk of the emergence of a massive military threat to NATO territory, with the ability to mount major offensive operations on two or more fronts. In the current security environment, no forces are maintained specifically against it, although we retain the ability to reconstitute forces in the event of the emergence of such a major threat.

### **Annex G: Force Structure**

#### The Strength of the Fleet as at 31 March 2001

#### Royal Navy

Type / Class	Base Port	No.	Operational or engaged in preparing for service, trials or training	No.	Undergoing refit or held at a low level of readiness
Submarines					
Trident	F	4	Vanguard, Vengeance, Victorious, Vigilant		
Fleet	D	1	Triumph	6	Talent, Tireless, Torbay, Trafalgar, Trenchant, Turbulent
	F			5	Sceptre, Sovereign, Spartan, Splendid, Superb
Aircraft Carriers	Р	2	Illustrious, Invincible	1	Ark Royal
Landing Platform Dock	Р	1	Fearless	1	Intrepid
Landing Platform Helicopter	D	1	Ocean		
Destroyers					
Туре 42	Ρ	8	Cardiff, Edinburgh, Exeter, Glasgow, Gloucester, Nottingham, Southampton, York	3	Liverpool, Manchester, Newcastle
Frigates					
Туре 23	D	6	Argyll, Monmouth, Montrose, Northumberland, Somerset, Sutherland	2	Norfolk, Portland
	Р	6	Lancaster, Richmond, Marlborough, Grafton, Westminster, Kent	1	Iron Duke
Type 22	D	6	Campbeltown, Chatham, Cornwall, Coventry, Cumberland, Sheffield		
Offshore Patrol					
Castle Class	Р	1	Leeds Castle	1	Dumbarton Castle
Island Class	Р	5	Alderney, Anglesey, Guernsey, Lindisfarne, Shetland		
Minehunters					
Hunt Class	F	4	Brecon, Brocklesby, Cottesmore, Dulverton	1	Atherstone
	Р	6	Cattistock, Chiddingfold, Hurworth, Ledbury, Middleton, Quorn		
Sandown Class	F	4	Inverness, Bridport, Penzance, Cromer	1	Blyth
	Р	5	Bangor, Grimsby, Pembroke, Ramsey, Walney	2	Sandown, Shoreham
Patrol Craft					
Coastal Training Craft		14	Archer, Biter, Blazer, Charger, Dasher, Example, Exploit, Explorer, Express, Puncher, Pursuer, Raider, Smiter, Tracker		
Gibraltar Search and Rescue Craft	G	2	Ranger, Trumpeter		
Ice Patrol Ship	Р	1	Endurance		
Survey Ships	D	6	Beagle, Bulldog, Gleaner, Herald, Roebuck, Scott		

#### **Royal Fleet Auxilliary**

Type / Class	No.	Operational or engaged in preparing for service, trials or training	No.	Undergoing refit
Fleet Tankers	3	Black Rover, Gold Rover, Grey Rover		
Support Tankers	3	Brambleleaf, Oakleaf, Orangeleaf 1 Bayleaf		Bayleaf
Fleet Replenishment Ships	3	Fort George, Fort Rosalie, Fort Victoria	1	Fort Austin
Aviation Training Ship				Argus
Landing Ships	3	Sir Bedivere, Sir Percivale, Sir Tristram		Sir Galahad, Sir Geraint
Forward Repair Ship	1	Diligence		
Roll-on Roll-off Vessel	1	Sea Crusader	1	Sea Centurion

#### **Royal Marines**

Unit	Number
Headquarters	
Headquarters Royal Marines	1
3 Commando Brigade Headquarters RM	1
Command Support Group (including HQ for Signals Sqn)	1
Commandos	
RM Commando	3
Artillery	
Commando Regiment RA [1]	1
Commando Air Defence Battery RA <sup>[1]</sup>	1
Engineers	
Commando Squadron RE [1]	1
Commando Squadron RE (Volunteer) [1]	1
Logistics Unit	
Commando Logistic Regiment RM	1
Fleet Security including National Strategic Deterrent	
Nuclear Guarding and Fleet Security Squadrons	3
Assault Squadrons (Landing Craft)	3
Notes:	
<sup>[1]</sup> Army units assigned to 3 Commando Brigade.	

#### Naval Aircraft

Type / Class <sup>[1]</sup>	Aircraft	No.	Squadron
Anti Submarine [2]	Sea King HAS5/6	9	810
	Sea King HAS5/6	9	819
	Sea King HAS5/6	7	820
	Merlin <sup>[3]</sup>	8	824
	Merlin <sup>[3]</sup>	4	700M
Anti Submarine / Anti Ship	Lynx HAS3, Lynx HMA8	6	815 HQ
	Lynx HAS3, Lynx HMA8	28	815 Flights

Aircraft	No.	Squadron
Lynx HAS3, Lynx HMA8 Lynx HAS3, Lynx HMA8	2 11	Lynx OEU 702
Sea King AEW2	9	849
Jetstream T2	7	750
Sea King Mk5	5	771
Hawk	12	
Jetstream T3	2	750 (Heron Flight)
	Lynx HAS3, Lynx HMA8 Lynx HAS3, Lynx HMA8 Sea King AEW2 Jetstream T2 Sea King Mk5 Hawk	Lynx HAS3, Lynx HMA82Lynx HAS3, Lynx HMA811Sea King AEW29Jetstream T27Sea King Mk55Hawk12

Notes:

<sup>[1]</sup> Sea Harriers transferred to Joint Force Harrier on 1 April 2000 – see Joint Force table. Commando helicopters transferred to Joint Helicopter Command on 1 October 1999 – see Joint Force Table.

<sup>[2]</sup> 810 Squadron also has 1 DD/FF Flight (Sea King).

<sup>[3]</sup> 814 Squadron (Merlin x 6) to build up during 2001/02.

#### **Royal Naval Reserve Units**

Unit <sup>[1][2]</sup>	Location
HMS CALLIOPE	Gateshead
HMS CAMBRIA	Sully
HMS CAROLINE	Belfast
HMS DALRIADA	Greenock
HMS EAGLET	Liverpool
HMS FERRET	Chicksands
HMS FLYING FOX	Bristol
HMS FORWARD	Birmingham
HMS KING ALFRED	Portsmouth
HMS PRESIDENT	London
HMS SCOTIA	Rosyth
HMS SHERWOOD	Nottingham
HMS VIVID	Plymouth
HMS WILDFIRE	Northwood
RNR AIR BRANCH	Yeovilton
RNR DIVER BRANCH	HQ Fleet Diving Group, Portsmouth

Notes:

<sup>[1]</sup> Each unit comprises personnel from the Royal Naval Reserve branches: Operations, Medical, Defence Intelligence Staff, Interrogators, Public Affairs and Air.

Regional Training Centre (RTC) satellite units and their parent RTC are Oxford Division (HMS WILDFIRE), Tay Division in Dundee and Forth Division in Edinburgh (HMS SCOTIA), Calder Division in Batley (HMS SHERWOOD), Foyle Division in Londonderry (HMS CAROLINE), Medway Division in Chatham (HMS PRESIDENT) Tawe Division in Swansea (HMS CAMBRIA), and Menai Division in Llandudno (HMS EAGLET). The sites for two additional satellites in the North East and South/South West are currently under investigation.

#### **Royal Marine Reserve Units**

Unit <sup>[1]</sup>	Location
RMR CITY OF LONDON	London
RMR SCOTLAND	Glasgow
RMR BRISTOL	Bristol
RMR MERSEYSIDE	Liverpool
RMR TYNE	Newcastle
	1

Notes:

<sup>[1]</sup> Satellite units and their parent unit are as follows: Greenock, Edinburgh and Dundee – SCOTLAND; Manchester and Birmingham – MERSEYSIDE; Lympstone, Plymouth, Cardiff and Poole – BRISTOL; and Chatham, Portsmouth and Henley – LONDON.

#### The Strength of the Army as at 31 March 2001

#### **Major Combat Headquarters**

	Based in:				
Headquarters	UK	Germany	Elsewhere		
NATO Corps HQ	-	1	-		
Armoured Division HQ	-	1	-		
Mechanised Division HQ	1	-	-		
Division/District HQ	3	1	-		
Deployable Brigade HQ	4	3	-		
Infantry Brigade HQ (NI)	3	-	-		
Regional Brigade HQ [1]	12	-	-		
Notes:	1	I	1		
<sup>[1]</sup> Includes HQ London District.					

#### **Major Units**

	Re	egular Army based	Territorial Army	
Unit	UK	Germany	Elsewhere	UK
Combat Arms				
Armour				
Armoured Regiments	1	5	-	-
Armoured Reconnaissance Regiments	3	1	-	-
Yeomanry Regiments	-	-	-	4
Infantry				
Armoured Infantry Battalions	3	6	-	-
Mechanised Battalions	6	-	-	-
Air Assault Battalions	3 [1]	-	-	-
Northern Ireland Resident Battalions	6 [2]	-	-	-
Light Role Battalions	11	-	2	15

7 8 • 8 7 6 5 4 3 2 1

	F	Regular Army based	in:	Territorial Army
Unit	UK	Germany	Elsewhere	UK
Infantry (continued)				
Land Warfare Training Centre BG	1	-	-	-
Gurkha Battalions	1	-	1	-
Home Service	5	-	1 [3]	-
Combat Support				
Artillery <sup>[4]</sup>				
Field Regiments	4	3	-	1
MLRS Regiments	2	-	-	1
Air Defence Regiments	3	1	-	4
Surveillance & Target Acquisition	1	-	-	1
Engineers				
Engineer Regiments	7	4	-	5
Signals <sup>[5]</sup>				
Signal Regiments	4	3	1	11
Electronic Warfare Regiments	1	-	-	-
Combat Service Support				
Equipment Support Battalions	3	3	-	4
ES Battalion Aviation	1	-	-	-
Logistics				
Logistics Regiments [6]	13	6	1	17
Medical				
Medical Regiments	4 [7]	1	-	-
Field Ambulances	-	-	-	4
Hospitals	3	-	-	11 [8]

Notes:

<sup>[1]</sup> Includes In Role Parachute Battalions.

 $\ensuremath{^{[2]}}$  One of the battalions is rear-based as the Mainland Battalion.

<sup>[3]</sup> Royal Gibraltar Regiment.

[4] Excludes 29 Cdo Regt RA.

<sup>[5]</sup> Excludes Royal School of Signals.

<sup>[6]</sup> Includes Cyprus Support Unit.

<sup>[7]</sup> 16 CS Med Regt and 5 GS Med Regt have 1 x TA Sqn each. 4 GS Med Regt has 2 x TA Regt.

<sup>[8]</sup> 10 x Independent Field Hospitals and 1 x Specialist Field Hospital.

Unit		Tanks			oured Vehicles XVs)	ACV Loo	okalikes	alikes Artillery		AVLB	Attack Helos
	CR1	CR2	Chf	Warrior	Others	Warrior	Others	MLRS	Other		
HQ 2 Div	0	0	0	31	236	17	170	30	30	0	33
HQ 3 Div <sup>[2]</sup>	-	-	-	-	-	-	-	-	-	-	-
HQ 4 Div	8	12	2	12	219	9	218	5	64	0	106
HQ 5 Div <sup>[2]</sup>	366	46	5	163	713	64	444	28	171	26	20
London	0	0	0	0	23	0	38	0	6	0	0
Scotland [3]	-	-	-	-	-	-	-	-	-	-	-
UKS(G) – incl. 1(UK) Armd Div	0	173	0	317	491	122	530	0	66	18	12
HQ LAND Total	374	231	7	523	1,682	212	1,400	63	337	46	156
N. Ireland	0	0	0	0	108	0	0	0	0	0	39
Cyprus	0	0	0	0	16	0	0	0	0	0	4
-	at 1 Januar is now inclu	y 2001. uded in Hea	dquarters 5	Division.							

#### Army Equipment Holdings within the scope of the Conventional Armed Forces in Europe Treaty <sup>[1]</sup>

<sup>[3]</sup> Scotland is now included in Headquarters 2 Division.

#### The Strength of the Royal Air Force as at 31 March 2001

#### **RAF Strike Command Units**

Squadron	Station	Aircraft Type	Number
Strike / Attack			
9 Sqn	RAF Bruggen	Tornado GR1/4	12
14 Sqn	RAF Lossiemouth	Tornado GR1/4	12
31 Sqn	RAF Bruggen	Tornado GR1/4	12
12 Sqn	RAF Lossiemouth	Tornado GR1/4	12
617 Sqn	RAF Lossiemouth	Tornado GR1/4	12
Strike Command National Tornado Operational Conversion Unit	RAF Lossiemouth	Tornado GR1/4	26
Offensive Support			
6 Sqn	RAF Coltishall	Jaguar GR1A/3/3A	11
		Jaguar T2A/T4	1
54 Sqn	RAF Coltishall	Jaguar GR1A/3/3A	11
		Jaguar T2A/T4	1

Squadron Station Aircraft Type Number RAF Coltishall Jaguar GR1A/3/3A 4 16 (R ) Sqn Jaguar T2A/T4 4 Reconnaissance 2 Sqn RAF Marham Tornado GR1A/4A 12 13 Sqn RAF Marham Tornado GR1A/4A 12 41 Sqn RAF Coltishall Jaguar GR1A/3/3A 12 Jaguar T2A/T4 1 3 51 Sqn RAF Waddington Nimrod R1 39 (1 Photographic Reconnaissance Unit) Sqn RAF Marham Canberra PR9 4 Canberra T4 1 **Maritime Patrol** 120/201/206/42 (R) Sqns **RAF Kinloss** Nimrod MR2 20 Air Defence 5 Sqn RAF Coningsby Tornado F3 13 11 Sqn **RAF** Leeming Tornado F3 13 25 Sqn **RAF** Leeming Tornado F3 13 43 Sqn **RAF** Leuchars Tornado F3 13 111 Sqn **RAF** Leuchars Tornado F3 13 56 (R ) Sqn RAF Coningsby Tornado F3 19 Strike Command Operational Evaluation Unit Tornado F3 3 RAF Coningsby 1435 Flt Mount Pleasant Tornado F3 4 Air Surveillance and Control System 1 Air Control Centre Deployable Air Command and Control 1 United Kingdom RAF Buchan Control and Reporting Centre RAF Neatishead Control and Reporting Centre RAF Boulmer Standby Control and Reporting Centre RAF Benbecula Remote Radar Head RAF Portreath Reporting Post RAF Saxa Vord Remote Radar Head RAF Staxton Wold Remote Radar Head Falkland Islands Mount Pleasant Airfield Control and Reporting Centre Byron Heights Reporting Post Mount Alice Reporting Post Mount Kent Reporting Post **Airborne Early Warning and Control** 8/23 Sqns RAF Waddington Sentry AEW 6

Squadron		Station	Aircraft Type	Number
Air Transport/Air to Air I	Refuelling			
24/30/47/70 Sqns		RAF Lyneham	Hercules C1/C3/C4/C5	45
57 (R) Sqn		RAF Lyneham	Hercules C3/C4/C5	5
10 Sqn		RAF Brize Norton	VC10 C1K	11
101 Sqn		RAF Brize Norton	VC10 K3	4
			VC10 K4	5 <sup>[1]</sup>
216 Sqn		RAF Brize Norton	Tristar K1	1
			Tristar KC1	4
			Tristar KC2	3
1312 Flt <sup>[2]</sup>		Mount Pleasant	Hercules C1	1
			VC10 (Mark will vary)	1
32 (The Royal) Sqn		RAF Northolt	BAe 125 CC3	5
			BAe 146 CC2	2
			Twin Squirrel	-
Support Helicopters				
84 Sqn		RAF Akrotiri	Wessex HC2	3
Search and Rescue				
22 Sqn	Headquarters	RMB Chivenor	Sea King HAR3/3A	8
	A Flight	RMB Chivenor		
	B Flight	Wattisham Airfield		
	C Flight	RAF Valley		
202 Sqn	Headquarters	RAF Boulmer	Sea King HAR3	8
	A Flight	RAF Boulmer		
	D Flight	RAF Lossiemouth		
	E Flight	RAF Leconfield		
203 (R) Sqn		RAF St Mawgan	Sea King HAR3	3
78 Sqn		Mount Pleasant	Sea King HAR3	2
Miscellaneous Units				
100 Sqn (Target Towing)	)	RAF Leeming	Hawk T1/T1A/T1W	16
JFACTSU		RAF Leeming	Hawk T1/T1A	2
Strike Attack Operationa	l Evaluation Unit	DERA Boscombe Down	Tornado GR1/4	2
			Harrier GR7	3
			Jaguar	1
RAF Northolt Station Flt		RAF Northolt	Islander CC2/2A	1
Battle of Britain Memori	al Flt	RAF Coningsby	Lancaster	1
			Hurricane	2
			Spitfire	5
			Dakota	1
			Chipmunk T10	1

Squadron Station Aircraft Type Number Reserves Reserves BAe 125 1 Canberra PR9/T4 4 BAe 146 CC2 1 Hawk T1/T1A/T1W 21 Hercules C1/C3 5 Islander CC2 1 Jaguar GR1A/T2A 7 Sea King HAR3/3A 4 Sentry AEW1 1 Tornado F3 27 Tornado GR1/4 75 Tristar K1/KC1/K2 1 VC10 C1K 1 Wessex HC2 2 Notes:

<sup>[1]</sup> 4 with effect from 1 April 2002.

<sup>[2]</sup> Both aircraft are from Required Operating Fleet, not in addition.

#### **RAF Regiment Units**

Squadron	Station	Equipment	Number
TAC STO HQs			
No 1 RAF TAC STO HQ	RAF Wittering		
No 2 RAF TAC STO HQ	RAF Leeming		
No 3 RAF TAC STO HQ	RAF Marham		
Ground Based Air Defence Squadrons			
15 Sqn RAF Regt	RAF Honington	Rapier FSC Fire Unit	6
16 Sqn RAF Regt	RAF Honington	Rapier FSC Fire Unit	6
26 Sqn RAF Regt	RAF Waddington	Rapier FSC Fire Unit	6
37 Sqn RAF Regt	RAF Bruggen	Rapier FSC Fire Unit	6
Joint Rapier Training Unit	RAF Honington	Rapier FSC Fire Unit	2
Field Squadrons			
1 Sqn RAF Regt	RAF St Mawgan		
2 Sqn RAF Regt	RAF Honington		
3 Sqn RAF Regt	RAF Aldergrove		
34 Sqn RAF Regt	RAF Leeming		
63 (QCS) Sqn RAF Regt	RAF Uxbridge		

#### Specialist NBC Defence

Squadron	Station	Equipment	Number
Defence NBC Centre	Winterbourne Gunner		
<b>SIBCRA</b> – Sampling and Identification of Biological, Chemical and Radiological Agents	RAF Honington		

#### **RAF Personnel and Training Command Units**

Squadron	Station	Aircraft type	Number
Elementary Training			
Elementary Flying Training Standards/Central			
Flying School Bulldog Sqn	RAF Cranwell	Bulldog	7 [1]
University Air Squadrons' Air Experience Flts	Various	Bulldog	22 [1]
JEFTS	RAF Barkston Heath	Firefly	[2]
Volunteer Gliding Schools	Various	Viking	89 [3]
		Vigilant	53
Basic Training			
Basic Flying Training (including Central			
Flying School)	RAF Linton-on-Ouse	Tucano	74
Multi Engine Elementary Training	RAF Cranwell	Firefly	[2]
Multi Engine Lead-in Unit	RAF Cranwell	Jetstream T1	10
Navigator Training Unit	RAF Cranwell	Dominie T1	8
Advanced Training			
Advanced Training and Tactics Unit	RAF Valley	Hawk T1/T1A/T1W	68
Defence Helicopter Flying School	RAF Shawbury	Squirrel HT1	-
		Squirrel HT2	-
		Griffin HT1	-
Miscellaneous Units			
RAF Aerobatic Team (Red Arrows)	RAF Cranwell	Hawk T1/T1A	10
Centre of Aviation Medicine	DERA Boscombe Down	Hawk T1/T1A	2
Reserves			
Reserves		Dominie T1	3
		Hawk T1/T1A/T1W	8 [4]
		Jetstream T1	1
		Tucano	52
		Bulldog	4 [1]

Notes:

<sup>[1]</sup> Run down of Bulldog fleet, and its replacement by Grob G115D aircraft under a Private Finance Initiative contract, was completed by October 2001.

 $\ensuremath{^{[2]}}$  Firefly aircraft are owned by a private contractor, not by Personnel and Training Command.

<sup>[3]</sup> 7 Vikings included in the total are held in reserve.

<sup>[4]</sup> Included in the Strike Command total number.

#### Royal Auxiliary Air Force Units

Squadron	Station				
R Aux AF Regiment Field Squadrons					
2503 (County of Lincoln) Sqn	RAF Waddington				
2622 (Highland) Sqn	RAF Lossiemouth				
2623 (East Anglian) Sqn	RAF Honington				
2625 (County of Cornwall) Sqn	RAF St Mawgan				
Specialist Squadrons					
600 (City of London) Sqn	RAF Northolt				
612 (County of Aberdeen) Sqn	RAF Leuchars				
4624 (City of Oxford) Movement Sqn	RAF Brize Norton				
4626 (County of Wiltshire) Aeromedical Evacuation Sqn	RAF Lyneham				
7006(VR) Intelligence Sqn	RAF Waddington				
7010(VR) Photographic Interpretation Sqn	RAF Waddington				
7630(VR) Intelligence Sqn	Defence Intelligence and Security Centre, Chicksands				
7644(VR) Public Relations Sqn	RAF Waddington				
Operations Support Squadrons					
504 (County of Nottingham) Sqn	RAF Cottesmore				
603 (City of Edinburgh) Sqn	Edinburgh				
606 (Chiltern) Sqn	RAF Benson				
609 (West Riding) Sqn	RAF Leeming				
2620 (County of Norfolk) Sqn	RAF Marham				
2624 (County of Oxford) Sqn	RAF Brize Norton				
Hercules Reservist Aircrew Flight	RAF Lyneham				
Training and Standardisation Squadrons					
Training and Standardisation Squadrons	RAF Shawbury				
RAF Reserve Unit					
Mobile Meteorological Unit	RAF Benson				

#### **Joint Units**

Number
1
1
3
4
1

Unit	Aircraft	No.	Squadron
Joint Helicopter Command			
Air Assault Brigade HQ		1	
Royal Navy Helicopter Squadrons	Sea King HC4	10	845 Sqn
	Sea King HC4	10	846 Sqn
	Sea King HC4	9	848 Sqn
	Lynx AH7	6	847 Sqn
	Gazelle	9	847 Sqn
Army Aviation Regiments	Lynx	116	6 x Regiments
	Gazelle	113	(including 1x TA)
	Islander	5	
RAF Helicopter Squadrons	Chinook HC2	5	7 Sqn
	Chinook HC2	15	18 Sqn
	Chinook HC2	10	27 Sqn
	Chinook HC2	1	78 Sqn
	Wessex HC1	8	72 Sqn
	Puma HC1	5	72 Sqn
	Puma HC1	15	33 Sqn
	Puma HC1	13	230 Sqn
	Merlin	6	28 Sqn
Joint Force Harrier – Air Defence / Recc	e / Attack		
Royal Navy aircraft	Sea Harrier F/A2	7	800 Sqn
	Sea Harrier F/A2	7	801 Sqn
	Sea Harrier F/A2	10	899 Sqn
	Harrier T4/T8	4	899 Sqn
RAF aircraft	Harrier GR7	12	1 Sqn
	Harrier T10	1	
	Harrier GR7	12	3 Sqn
	Harrier T10	1	
	Harrier GR7	12	4 Sqn
	Harrier T10	1	
	Harrier GR7	9	20 (R ) Sqn
	Harrier T10	5	
	Harrier GR7/T10	32	Reserves

# Annex H: Military Assitance during 2000/2001

Country	Overseas Personnel Trained in the UK <sup>[1]</sup>	Personnel Providing Assistance Overseas <sup>[2]</sup>	Defence/Military Attaché <sup>[3]</sup>		
Albania	2	-	1		
Antarctica	-	5	-		
Antigua & Barbuda	-	6	-		
Argentina	3	-	2		
Australia	62	-	2		
Austria	1	-	1		
Azerbaijan	1	-	-		
Bahamas	2	-	-		
Bahrain	20	12	1		
Bangladesh	1	2	-		
Barbados	1	6	1		
Belgium	68	-	1		
Belize	38	-	-		
Bermuda	12	3	-		
Botswana	5	7	-		
Brazil	20	-	2		
British Virgin Islands	-	2	-		
Brunei	137	57	1		
Bulgaria	7	1	1		
Canada	225	-	2		
Chile	2	-	1		
China	4	-	2		
Colombia	-	6	1		
Congo	-	-	1		
Croatia	3	-	1		
Cyprus	-	-	1		
Czech Republic	19	24	2		
Denmark	26	-	1		
Ecuador	1	-	-		
Egypt	10	-	2		
Estonia	2	12	-		
Ethiopia	-	1	-		
Falkland Islands	-	1	-		
Finland	6	-	1		
France	34	-	3		
Gambia	1	-	-		
Georgia	6	3	1		
Germany	114	23	3		
Ghana	3	10	1		
Greece	21	-	2		
Guatemala	1	-	1		
Guyana	1	-	-		

Country	Overseas Personnel Trained in the UK <sup>[1]</sup>	Personnel Providing Assistance Overseas <sup>[2]</sup>	Defence/Military Attaché <sup>[3]</sup>
Hong Kong	6	2	-
Hungary	13	1	2
India	9	-	2
Indonesia	-	-	1
Ireland	18	-	1
Israel	19	-	2
Italy	115	1	3
Jamaica	17	2	1
Japan	6	-	1
Jordan	58	18	2
Kenya	6	14	1
Korea (South)	-	-	2
Kuwait	266	58	1
Latvia	12	14	1
Lebanon	7	-	1
Lithuania	6	13	1
Macedonia	7	3	1
Malawi	3	6	_
Malaysia	19	4	2
Malta	1		-
Mauritius	4	-	_
Morocco	6	_	1
Mozambique	-	6	
Namibia	1	-	-
Nepal	13	-	1
Netherlands	225		1
New Zealand	44		1
Nigeria	18	1	1
Norway	217	-	1
Oman	154	120	2
Pakistan Philippines	34	- 19	2
		18	1
Poland	22	1	2
Portugal	35		1
Qatar	56	32	1
Romania	11	3	1
Russia	4	-	6
Saudi Arabia	38	142	3
Senegal	10	-	-
Seychelles	1	2	-
Sierra Leone	1	70	1
Singapore	97	6	1

Defence/Military Country **Overseas Personnel Personnel Providing** Trained in the UK [1] Assistance Overseas <sup>[2]</sup> Attaché [3] Slovak Republic 8 1 1 Slovenia 4 1 1 South Africa 22 2 23 11 -2 Spain Sri Lanka 23 3 1 St Kitts & Nevis 1 --St Lucia 1 -7 Swaziland 2 -Sweden 27 1 -Switzerland 4 -1 Syria 1 -1 5 3 Tanzania -Thailand 7 10 1 Tonga 2 --Trinidad & Tobago 1 --2 Turkey 44 -Turks & Caicos Islands 2 -1 United Arab Emirates 58 19 Uganda 1 -Ukraine 24 2 -United States of America 120 -7 4 Uruguay --Uzbekistan --Venezuela 1 \_ -Yemen \_ 1 Zimbabwe -10 1

Notes:

<sup>[1]</sup> Denotes training courses administered and co-ordinated by MOD centre and single-Service training Agencies.

<sup>[2]</sup> Denotes assistance delivered through training and advisory teams and resident in-country advisers (not Defence Attaché). In some cases assistance may be delivered to different countries by the same visiting advisory team. In these circumstances personnel providing the assistance are scored against each country.

<sup>[3]</sup> The location and number of Military Attaché by country.

### Ministry of Defence Performance Report - 2000 / 2001 Annex I: Defence Equipment Programme

The following tables show the numbers of deliveries accepted in 2000/01 and/or planned for 2001/02, as at 31 March 2001, for major equipment programmes as defined in Note 1 to the tables.

#### Manoeuvre

1. The Manoeuvre area incorporates capabilities designed to provide direct and indirect battlefield engagement, tactical mobility, nuclear, biological and chemical defence, battlefield engineering, special projects and combat service support. While most of the equipment will be utilised by the Army, it also covers other services and joint organisations, for example assets that will belong to the Joint Helicopter Command.

Equipment	Number ordered before 1 April 2000	Number ordered during 2000/01	Number delivered before 1 April 2000	Number delivered during 2000/01	Deliveries Planned during 2001/02	Balance Outstanding	In Service Date (Year only) <sup>[2]</sup>
Armour/Anti Armour							
Challenger 2	386	0	250	85	51	0	1998
Attack Helicopter	67	0	0	9	9	49	2001
Brimstone anti-armour weapon	[3]	[3]	[3]	[3]	7%	93%	2002 [8]
Multi-Role Armoured Vehicle	0	0	0	0	0	0	2008 [4]
Indirect Fire							
COBRA (Counter Battery Radar)	7	0	0	0	0	7	2002
Extended Range Ordnance/ Modular Charge System (ERO/MCS) for AS90	ERO:202 barrels	0	0	0	0	ERO: 202 barrels	2003
Self-Propelled Howitzer	MCS: 650,345					MCS: 650,345	
Tactical Mobility							
Merlin HC Mk 3 (Utility EH101)	22	0	2	6	11	3	2000 [5]
Chinook MSH/HC2A	6	0	6	0	0	0	1997
Chinook MSH/HC3	8	0	0	4	4	0	2002
Mobility/Counter Mobility							
BR 90 Bridge Systems	139 vehicles	9 LS/TS sets	139 vehicles	9 LS/TS sets	14 trestles	14 trestles	1996 [6]
	184 bridges		184 bridges				
SHIELDER [7]	8	0	0	17	8	0	2000 [8]
Combat Simulators							
Combined Arms Tactical Trainer	2	0	0	0	0	2	2002

Notes:

<sup>[1]</sup> Includes all current projects on which, at 31 March 2001, development expenditure of over £50m or production expenditure of over £100m had been approved, or for which an Invitation to Tender had been issued where procurement costs are expected to exceed £100m.

#### Notes (continued):

- <sup>[2]</sup> The precise definition of the In Service Date may vary for different equipment. However, in general terms it can be taken to refer to the date on which the equipment is expected to be available and supportable in service in sufficient quantity to provide a usable operational capability.
- <sup>[3]</sup> Weapon numbers are classified.
- <sup>[4]</sup> The Multi-Role Armoured Vehicle is due to enter service no later than March 2011. MOD is currently working with industry and its collaborative partners to achieve its In Service Date by 2008, with vehicles beginning delivery in 2006. Production orders will not be placed until late 2004.
- <sup>[5]</sup> In Service Date is defined as the delivery of six aircraft.
- <sup>[6]</sup> BR 90 consists of a number of elements: the two main ones, Combat Support Bridging and General Support Bridging, entered service in December 1996 and March 1997 respectively. There are also a number of associated items of equipment, including the Long Span and Two Span (LS/TS) Equipments (which entered service in 2000), and the Trestle Equipment (which will enter service in 2001).
- <sup>[7]</sup> A vehicle-launched scatterable mine system.
- <sup>[8]</sup> In Service Date redefined at last approval.

#### **Strategic Deployment**

2. The Strategic Deployment area covers the above water and under water battlespaces, and deployment, sustainability and recovery. It therefore contains programmes ranging from strategic airlift to the nuclear deterrent to amphibious landing craft. Although most programmes will subsequently be delivered to the Royal Navy and Royal Fleet Auxiliary, it also includes substantial Royal Air Force equipment. The table below does not reflect several major equipment programmes where orders have not yet been placed – for instance, the future aircraft carriers, additional Astute class submarines, and future surface combatants.

The former of	ALC: NO.	ALC: UNK OF	ALC: ALC: A	ALC: NO.	BUR STOR	D.L.	and the second second
Equipment	Number ordered before 1 April 2000	Number ordered during 2000/01	Number delivered before 1 April 2000	Number delivered during 2000/01	Deliveries Planned during 2001/02	Balance Outstanding	In Service Date (Year only) <sup>[2]</sup>
Above Water Battlespace							
Type 23 Frigate	16	0	14	1	1	0	1989
Single-Role Minehunter	12	0	9	2	1	0	1989
Sting Ray Torpedo Mod 1	[3]	[3]	[3]	[3]	[3]	[3]	2006
Sonar 2087	0	0	0	0	0	16 Full Sets 5 Part (shore)	2006
Type 45 Destroyer	0	3	0	0	0	3	2007 [4]
Seawolf Block 2	[3]	0	0	0	0	100%	2005
Seawolf Mid-Life Update	0	44	0	0	0	44	2006
Under Water Battlespace							
Astute Class Submarine	3	0	0	0	0	3	2005
Swiftsure and Trafalgar Class Update – Final Phase	4	0	0	0	1	3	2004
Nimrod MRA4	21	0	0	0	0	21	2005
Merlin ASW Helicopter	44	0	22	5	11	6	1999
Spearfish Torpedo	[3]	[3]	[3]	[3]	[3]	[3]	1994

Equipment	Number ordered before 1 April 2000	Number ordered during 2000/01	Number delivered before 1 April 2000	Number delivered during 2000/01	Deliveries Planned during 2001/02	Balance Outstanding	In Service Date (Year only) <sup>[2]</sup>
Deploy/Sustain/ Recover							
C-17	0	4	0	0	4	0	2001
Hercules C-130J	25	0	8	13	4	0	2000
Landing Platform Dock (Replacement)	2	0	0	0	0	2	2002
Auxiliary Oiler	2	0	0	1	1	1	2001
Alternative Landing Ship Logistics <sup>[5]</sup>	0	2	0	0	0	2	2004
Strategic Systems							
Vanguard Class (Trident)	4	0	3	1	0	0	1994

Notes:

[1] Includes all current projects on which, at 31 March 2001, development expenditure of over £50m or production expenditure of over £100m had been approved, or for which an Invitation to Tender had been issued where procurement costs are expected to exceed £100m.

<sup>[2]</sup> The precise definition of the In Service Date may vary for different equipment. However, in general terms it can be taken to refer to the date on which the equipment is expected to be available and supportable in service in sufficient quantity to provide a usable operational capability. The dates quoted for ships and submarines are based on the acceptance date from the contractor of the First of Class, not the date by which the equipment (or specified number of pieces of equipment) will contribute to the operational capability of the Royal Navy.

<sup>[3]</sup> Numbers classified.

<sup>[4]</sup> As at 31 March 2001, 3 ships were on order from the prime contractor; approval for a further 3 ships was received in July 2001.

<sup>[5]</sup> As at 31 March 2001, 2 ships were on order; intention is to place an order for a further 2 ships.

#### Strike

3. The Strike area covers theatre airspace and deep strike – the ability to control the airspace in the battlezone, to deny the enemy that airspace, and to strike at targets from distance. It predominantly relates to Royal Air Force projects, but includes Joint Force Harrier equipment and Tomahawk missiles.

Equipment	Number ordered before 1 April 2000	Number ordered during 2000/01	Number delivered before 1 April 2000	Number delivered during 2000/01	Deliveries Planned during 2001/02	Balance Outstanding	In Service Date (Year only) <sup>[2]</sup>
Aircraft							
Eurofighter	55 <sup>[3]</sup>	0	0	0	0	55	2002 [4]
Tornado GR mid-life update	142	0	58	26	29	29	1998
Tornado F3 — weapon system upgrade	100	0	44	24	32	0	1998
Weapons							
Conventionally Armed Stand Off Missile (Storm Shadow)	[5]	[5]	[5]	[5]	[5]	[5]	2002
ASRAAM (Advanced Short Range Air-to-Air Missile)	[5]	[5]	[5]	[5]	[5]	[5]	2001
BVRAAM (Beyond Visual Range Air-to-Air Missile)	[5]	[5]	[5]	[5]	[5]	[5]	2012 [6]
Tomahawk Missiles	[5]	[5]	[5]	[5]	[5]	[5]	1998 <sup>[7]</sup>

Notes:

<sup>[1]</sup> Includes all current projects on which, at 31 March 2001, development expenditure of over £50m or production expenditure of over £100m had been approved, or for which an Invitation to Tender had been issued where procurement costs are expected to exceed £100m.

<sup>[2]</sup> The precise definition of the In Service Date may vary for different equipment. However, in general terms it can be taken to refer to the date on which the equipment is expected to be available and supportable in service in sufficient quantity to provide a usable operational capability.

<sup>[3]</sup> The total number of aircraft to be ordered for the RAF is 232, of which 55 represents the first tranche.

<sup>[4]</sup> This reflects the delivery of the first aircraft to the RAF.

<sup>[5]</sup> Weapon numbers are classified.

<sup>[6]</sup> In Service Date amended to reflect 90% confidence date approved at Main Gate.

<sup>[7]</sup> Tomahawk missiles to replace those expended operationally are being procured. Numbers are classified.

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#### **Information Superiority**

4. This capability area covers Intelligence, Surveillance, Target Acquisition and Reconnaissance, and command, control and information infrastructure. Most projects are inherently tri-Service in nature.

Equipment	Number ordered before 1 April 2000	Number ordered during 2000/01	Number delivered before 1 April 2000	Number delivered during 2000/01	Deliveries Planned during 2001/02	Balance Outstanding	In Service Date (Year only) <sup>[2]</sup>
Intelligence, Surveillance, Target Acquisition and Reconnaissance							
E3D Sentry – Radar System Improvement Programme	8	0	4	4	0	0	1999
ASTOR (Airborne Stand-off Radar)	5	0	0	0	0	5	2005 [3]
TRACER <sup>[4]</sup>	0	0	0	0	0	316	2009
Communications							
Skynet 4 Stage 2	3	0	2	0	1	0	1998
Skynet 5 <sup>[5]</sup>	0	0	0	0	0	0	2007 [6]
Bowman (Combat Radio System)	0	0	0	0	0	1 [7]	2004 [8]
JTIDS <sup>[9,10]</sup> for Sea Harrier and Sea King AEW	65	0	1	30	34	0	2001-04

Notes:

[1] Includes all current projects on which, at 31 March 2001, development expenditure of over £50m or production expenditure of over £100m had been approved, or for which an Invitation to Tender had been issued where procurement costs are expected to exceed £100m.

<sup>[2]</sup> The precise definition of the In Service Date may vary for different equipment. However, in general terms it can be taken to refer to the date on which the equipment is expected to be available and supportable in service in sufficient quantity to provide a usable operational capability.

<sup>[3]</sup> Delivery of 2 aircraft and supporting equipment.

[4] A joint decision was taken by the UK and US in October 2001 to bring the Tactical Reconnaissance Armoured Combat Equipment Requirement (TRACER) programme to a close in July 2002, at the end of the current assessment phase. The pool of technologies developed through the TRACER programme will now be utilised by future programmes such as the Future Rapid Effects System.

<sup>[5]</sup> Skynet 5 will replace Skynet 4 Stage 2 from about the middle of the decade. Service implementation contract not yet placed.

<sup>[6]</sup> Based on current estimates for the Out of Service Date of Skynet 4.

<sup>[7]</sup> Delivery of one system with potential scope for 48,000 radios (not including 45,000 Personal Role Radios).

<sup>[8]</sup> In Service Date announced as early 2004 in a House of Commons statement.

<sup>[9]</sup> Joint Tactical Information Distribution System.

<sup>[10]</sup> 14 terminals added to existing Rockwell contract, but for different platforms, so not included in report.

#### **Collaborative Procurement**

- 5. The Department continued to improve the management of collaborative procurement programmes:
- Following ratification of the OCCAR Convention by all of the four member states (France, Germany, Italy, UK) in 2000, OCCAR attained legal status on 28 January 2001. Two programmes involving the UK (the tri-national Counter Battery Radar and Multi Role Armoured Vehicle programmes) are already being managed by OCCAR. Two further programmes that involve the UK (the A400M military transport aircraft and the Principle Anti Air Missile System programmes) have been earmarked for OCCAR management, and will be integrated into the new organisation in due course.
- Progress was also made on other major European collaborative equipment programmes, including the **METEOR** Beyond Visual Range Air to Air Missile that will be fitted to Eurofighter.
- In January 2001 the **Joint Strike Fighter** was selected as having the best potential to meet the UK's requirements for a carrier-borne aircraft to replace Royal Navy Sea Harriers and Royal Air Force Harriers. The UK signed a Memorandum of Understanding with the US for the Engineering and Manufacturing Development Phase.
- On the 6 nation (France, Germany, Italy, Spain, Sweden, UK) **Letter of Intent** Framework Agreement, the House of Commons Defence Committee concluded in February 2001 that formal ratification should proceed.
- Work continued on implementing the **UK/US Declaration of Principles** concerning Defence Equipment and Industrial Co-operation. A joint status report was presented to UK and US Defence Ministers in March 2001. Both sides agreed that sound progress had been made, with action plans agreed to conclude the supplementary arrangements.

6. A list of collaborative projects involving the UK, as at 31 March 2001, is available on the MOD website at http://www.mod.uk.

### **Annex J: Service Standards**

On 1 April 1997, six new standards, which apply to the service provided by all Central Government Departments and Next Steps Agencies, came into force. These were subsequently revised, and the new standards were published in the 'Modernising Government' White Paper in March 1999. The following paragraphs summarise the Department's performance against these standards for 2000/01.

#### **Standard 1**

# Answer your letters quickly and clearly. Each Department and Agency will set a target for answering correspondence (including letters, faxes, and e-mails) and will publish its performance against this target.

The Ministerial Correspondence Unit receives all mail from the public addressed to the Secretary of State and Ministers, the MOD website, the Public Enquiry Office, and mail on Defence issues received by other Departments, including the Prime Minister's Direct Communications Unit. In 2000/01:

- MOD received 8,774 pieces of correspondence from members of the public through the Ministerial Correspondence Unit;
- 81% of this correspondence received a reply within 20 working days, compared to the target of 85%;
- The above figures were based on a 22% sample of the total correspondence received through the Ministerial Correspondence Unit during 2000/01 (excluding letters from Members of Parliament, Members of the European Parliament, Members of Devolved Legislatures and Peers), covering 30 MOD branches and 15 Agencies.

#### **Standard 2**

See you within 10 minutes of any appointment you have made at its office. The target for seeing callers without appointments, which applies to military recruitment offices and the Defence Housing Executive's area and regional offices, is also 10 minutes.

This was monitored by recording the number of appointments held by MOD staff with external visitors during February 2001.

- 99% of visitors with an appointment were seen within 10 minutes of their appointment time;
- 98% of visitors without an appointment were seen within 10 minutes.

#### **Standard 3**

### Answer telephone calls quickly and helpfully. The standard for answering calls to the MoD's Public Enquiry Office is set at 50 seconds.

The MOD's Public Enquiry Office provides an information service, from 0900 to 1700 on working days, that processes an average of 40,000 calls per year. The telephone number for the Public Enquiry Office is 0870 6074455. A separate helpline is available for Welsh language callers on 01554 821413. By the end of 2000/01:

• 91% of calls were answered within the target time. This was measured by monitoring all calls to the Public Enquiry Office in February and March 2001.

#### **Standard 4**

Provide clear and straightforward information about its service and those of related providers, along with one or more telephone enquiry numbers and e-mail addresses to help you or to put you in touch with someone who can.

- Examples of information published by MOD in 2000/01 are found in the Reputation and Open Government sections of this report (see "Reputation" text box in the main report and paragraphs 4-5 of Annex D, respectively).
- The MOD homepage can be found at http://www.mod.uk. MOD's other main enquiry points are:
  - MOD Public Enquiry Office tel: 0870 6074455;
  - MOD Welsh Language Public Enquiry helpline (launched in July 2000) tel: 01554 821413;
  - MOD central e-mail enquiry point: public@ministers.mod.uk;
  - MOD Veterans Advice Unit tel: 08456 020302; email: veteransadvice@veterans.mod.uk.

#### **Standard 5**

### Have a complaints procedure (or procedures) for the services it provides, publicise it, including on the Internet, and send you information about it if you ask.

- MOD's complaints procedure is published on the internet and can be reached via a link from the 'Contacts' page on the MOD's primary website (http://www.mod.uk). Guidance on handling complaints is issued to all staff. Complaints should first be made to the division or unit responsible for the matter concerned.
- Members of the public may seek redress through the Parliamentary Commissioner for Administration if they believe that they have suffered as a result of maladministration by Government Departments. In some cases this may result in compensation being paid to the complainant. There were no cases concerning the MOD during 2000/01 where compensation was awarded in such circumstances.

#### **Standard 6**

# Do everything reasonably possible to make its services available to everyone, including people with special needs. Consult users and potential users regularly about the service it provides and report on the results.

MOD continued to ensure that its services were accessible to everyone, and in 2000/01 developed its capability to provide public services electronically. Particular progress was made in the following areas:

• The Meteorological Office website was redesigned, improving customer information and site navigation. Online services for business users were upgraded following extensive customer consultation, and now include an online claims verification service and a comprehensive weather package for offshore operators. Additionally, mobile Internet services were developed, further improving customer access;

- Low flying. In addition to a 24 hour, 7 day phone answering service, the Department set up a comprehensive website incorporating an online complaints facility. MOD also held regular presentations and issued a wide variety of literature on this subject;
- MOD continued to seek improvements in its service delivery by consulting with members of the public, charities, interest groups and other stakeholders on a wide variety of subjects. These ranged from major public consultation exercises, such as the environmental and public access issues surrounding the future use of the Defence Estate, to the MOD Police Force's annual victims of crime survey.

# <sup>6</sup> <sup>7</sup> <sup>8</sup> Ministry of Defence Performance Report - 2000 / 2001

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