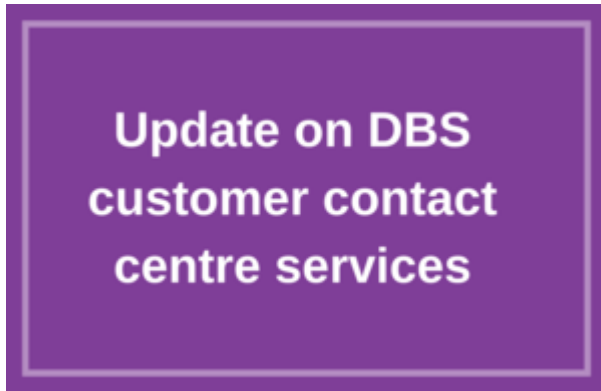


Update on DBS customer contact centre services – 15 to 20 August

News story

Planned industrial action by staff from contractors Hinduja Global Solutions is set to affect DBS customer contact centre services from 15 August to 20 August.



Update on DBS customer contact centre services

Customers contacting the Disclosure and Barring Service (DBS) between Monday 15 to Saturday 20 August by telephone, email or webchat may face some disruption and delays. This is due to industrial action by staff working for Hinduja Global Solutions (HGS). HGS is contracted to provide DBS customer contact centre services as well as a certain number of DBS administrative functions.

During the industrial action, HGS is putting additional resources in place to try and minimise the inconvenience to customers as much as possible.

The industrial action is not expected to have any significant impact on turnaround times for DBS checks or barring decisions. Our core services will not be affected and employers and customers should continue to access them as normal.

Service operating hours 15 to 20 August

During the industrial action, the times of the customer contact centre will be reduced to:

- Monday 15 August to Friday 19 August – 9am to 5pm
- Saturday 20 August – closed

Webchat services will still be available to customers in normal operating hours (Monday to Friday, from 10am to 4pm). Webchat becomes available to customers when they access online services such as applying for a DBS check,

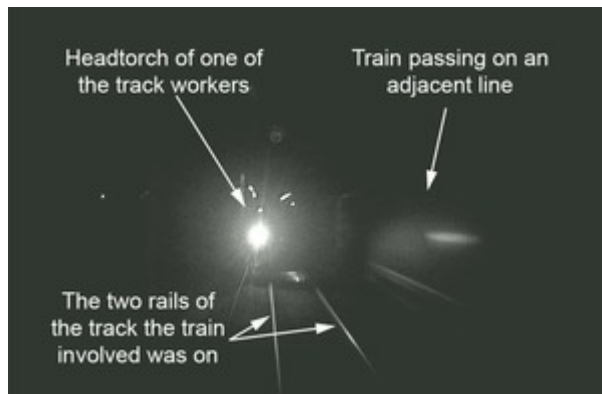
making a barring referral or signing in to the Update Service.

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Near miss with track workers at Penkridge

News story

Investigation into a near miss with track workers at Penkridge, Staffordshire, 11 July 2022.



Forward-facing CCTV from the train involved in the near miss (courtesy of GB Railfreight)

At around 00:06 hrs on Monday 11 July 2022, two track workers were almost struck by a freight train travelling at 61 mph (98 km/h) just south of Penkridge station, Staffordshire. The track workers moved clear of the path of the train less than one second before it reached their position. Another train was passing the track workers on an adjacent line as the freight train approached them.

At the time of the incident, the track workers involved were investigating an ongoing fault with the overhead line equipment which was preventing trains with electric traction from using this section of line, causing significant levels of disruption to train services in the area.

Our investigation will seek to identify the sequence of events which led to the incident and will include consideration of:

- the actions of those involved

- the arrangements to protect the track workers from moving trains
- the roles, responsibilities and working patterns of relevant staff
- how the competence of staff was managed
- any relevant underlying factors.

Our investigation is independent of any investigation by the railway industry or by the industry's regulator, the [Office of Rail and Road](#).

We will publish our findings, including any recommendations to improve safety, at the conclusion of our investigation. This report will be available on our website.

You can [subscribe](#) to automated emails notifying you when we publish our reports.

Published 11 August 2022

[PM call with Crown Prince Mohammed bin Zayed: 11 August 2022](#)

Press release

Prime Minister Boris Johnson spoke to His Highness Sheikh Mohammed bin Zayed al Nahyan, Crown Prince of Abu Dhabi, UAE.



The Prime Minister spoke to His Highness Sheikh Mohammed bin Zayed al Nahyan, Crown Prince of Abu Dhabi, UAE, today.

The leaders thanked one another for their support and friendship. They agreed that great strides have been made in the UK-UAE relationship in recent years.

The Prime Minister praised the Crown Prince's success in bringing prosperity to both the UAE and the Gulf more generally. The Crown Prince paid tribute to the role the Prime Minister has played in driving trade and investment between our countries.

The Prime Minister said UK-UAE cooperation on global priorities including Ukraine, regional stability and climate change is hugely important for the world. He expressed his confidence that this cooperation will continue in the years ahead.

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Scottish apprentices celebrated for support to UK armed forces

- New and qualified apprentices recognised at defence facility in Beith, Scotland
- Munitions site employing around 250 people plays a crucial role in UK Defence
- Part of a two-day visit to Scotland by UK Defence Procurement Minister

The important role apprentices play in driving innovation and keeping the UK safe was recognised during a Ministerial visit to key defence sites in Scotland this week.

Visiting Defence Munitions (DM) in Beith – a Defence Equipment & Support facility which employs around 250 people and can produce, test and store weapons for the UK's Armed Forces – Minister for Defence Procurement, Jeremy Quin saw the contribution the site is making to current and ongoing operations in Europe and further afield.

DM Beith boasts a sought-after apprenticeship programme, with the latest intake of six apprentices officially starting later this month. The outgoing apprentices had their contributions to UK Defence recognised through an end of apprenticeship ceremony.

During Minister Quin's visit, he handed over the Deeds for the dozen apprentices who have completed training over the previous two years and who have all been offered permanent roles at the facility.

The Minister also awarded the company's Apprentice of the Year award to Calvin, who will now be taking up a technical role within the DM Beith Operations Team.

Defence Procurement Minister Jeremy Quin said:

It is always a pleasure to meet apprentices across the country to discuss their exciting and educational journey in Defence and this week to congratulate those who have finished their formal apprenticeships.

We're pleased to provide these opportunities for technical training and to offer challenging and varied ongoing career opportunities in Ayrshire, whilst investing in the prosperity of the area.

Head of Weapons Support at Defence Equipment & Support, Neil Rixon said:

I was delighted to congratulate our apprentices who have completed their placements and to welcome the next tranche. I'm very proud that our Weapons apprenticeship programme enables us to invest in developing crucial mechanical and electrical engineering skills. The work undertaken at Beith is absolutely critical to our armed forces, and the skills our apprentices are learning are invaluable to Defence Equipment & Support.

During the tour of DM Beith, Minister Quin was shown the in-house complex weapons processing, engineering, storage and deployment capabilities.

As part of his two-day visit to Scotland, the Minister also visited the British Underwater Test and Evaluation Centre (BUTEC) at Applecross, on the north-west coast which tests underwater weapons. He then travelled to the MOD Hebrides range, run by Qinetiq for the MOD, where ground-based air defence weapons are tested and complex weapons trials are run.

Scottish Secretary reflects on stellar Commonwealth Games for Team Scotland

News story

As the Birmingham Commonwealth Games draws to a close, Scottish Secretary Alister Jack says cheering on Scotland's fantastic athletes was a highlight of the summer.



Scottish Secretary Alister Jack visited the Birmingham Commonwealth Games last week [Thursday 4 August], where he enjoyed watching Team Scotland in action and seeing the event build on the legacy of Glasgow 2014.

His day at the games involved cheering on Team Scotland in the boxing and badminton tournaments, before meeting opening ceremony flag bearer and badminton star Kirsty Gilmour.

He then paid a visit to Scotland House, the home away from home for Team Scotland's athletes during the games, where he enjoyed hearing more about legacy projects and community outreach initiatives the Commonwealth Games encourage.

As the games drew to a close on Monday [8 August], Team Scotland had tallied up 51 medals, including 13 golds, making it their most successful games ever outside Scotland.

Speaking before the closing ceremony, the Scottish Secretary said:

From Eilish McColgan following in her mother's footsteps, to George Miller and Rosemary Lenton becoming our oldest ever gold medallists, the Birmingham Commonwealth Games have kept us thrilled and inspired in equal measure.

I was lucky enough to see some of the action live last week, where cheering on Team Scotland was a highlight of my summer. With a total of 51 medals, including 13 golds, the games have undoubtedly been a roaring success for the team.

My warmest congratulations go to all the athletes who took part, and to Birmingham for putting on such a fantastic show.

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