

# The Foreign & Commonwealth Office



Foreign &  
Commonwealth  
Office



January 2012



# Introduction

## Who we are

>> We work at home and overseas to safeguard Britain's national security and build Britain's prosperity, as well as support British citizens overseas. We do this through a skilled team of over 13,000 people in nearly 270 diplomatic offices. <<

## What we are aiming to achieve

Our work has at its heart the Foreign Policy Priorities agreed by the Prime Minister and the Foreign Secretary in July 2010 of promoting Britain's enlightened national interest.

We will pursue an active and activist foreign policy, working with other countries and strengthening the rules-based system in support of our values to:

**Keep Britain safe:** we tackle new threats effectively and at source. By acting beyond our borders, we are better able to defeat the terrorism that threatens our homeland, prevent nuclear proliferation, and prevent the harm to the British people and our economy caused by conflict.

**Make Britain prosperous:** we promote growth and jobs at home by pursuing export and investment opportunities abroad, especially with the powers that will shape the world economy in the 21st century.

**Support British nationals overseas:** the work that often grabs the headlines is our crisis response. But much of the work of the FCO is assisting with individual tragedies out of the glare of media attention. We help British nationals keep themselves safe and focus our assistance on the most vulnerable in the greatest distress.

## How we are organised

We operate nearly 270 places across the world. Our network is our greatest asset. We are embarking on a large-scale shift in network resources announced by the Foreign Secretary to shape a future network that reflects the shifting power dynamics in today's world. We will retain all of our 140 sovereign posts and will significantly increase our presence in India and China and work to transform Britain's relationship with their fastest growing cities and regions. In addition, we will open new posts in Kyrgyzstan, South Sudan, El Salvador and, when local circumstances permit, in Madagascar and Somalia. We will also strengthen our small and medium size posts across the Asia-Pacific region, in Latin America and in parts of Africa, the Middle East and Central and South Asia.

Our global diplomatic network protects and promotes UK interests, shaping a distinctive British foreign policy geared to the national interest. So we have maintained a strong, close and frank relationship with the United States that delivers concrete benefits for both sides. We will maintain our active and substantial Embassy in Washington, our network of consulates across the US and our network of Embassies in Europe.

We have worked to deliver more effective and modernised international institutions, and to strengthen the Commonwealth as a focus for promoting democratic values, human rights, conflict prevention and trade.

This is because in a networked world, we can only safeguard our people and our national security and build prosperity by acting internationally. We continue to do this as openly as we can, and in a way that provides the best possible service, value and return to the British taxpayer.



# Foreign & Commonwealth Office

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# FCO properties in the UK and overseas

>>The FCO estate is valued annually by professional chartered surveyors. The FCO estate was most recently valued in May 2011. A breakdown of the estimated £1.87bn sterling value for accounts purposes as at 30th September 2010 of owned office buildings, residences, staff residential accommodation and other ancillary accommodation is set out in the table opposite. Leasehold properties have a nil book value to the FCO, and are therefore not included. <<

In the United Kingdom, The FCO owns three properties:

- **The Foreign and Commonwealth Office,** King Charles Street, London SW1A 2AH (value for accounts purposes as at 30th September 2010: £105 million)
- **Old Admiralty Building,** London SW1A 2PA (value for accounts purposes as at 30th September 2010: £57 million)
- **Hanslope Park,** Milton Keynes MK19 7BH (value of whole site for accounts purposes as at 30th September 2010: £75 million)

The FCO has successfully moved staff from our London offices to the Milton Keynes area in line with the recommendations of the Lyons Review. As of March 2010, 442 roles had been moved from central London.

Overseas, the FCO owns or leases c.5,000 properties as at 30th September 2010, including compounds and the properties within those compounds. The names and addresses of all public FCO buildings are available on the FCO website at: [www.fco.gov.uk/en/travel-and-living-abroad/find-an-embassy](http://www.fco.gov.uk/en/travel-and-living-abroad/find-an-embassy)

The names and addresses of our other properties (e.g. staff residential properties overseas) are generally not disclosed, since putting such addresses into the public domain may put staff at greater risk of terrorism or other criminal activity.

*Summary of FCO property valuations for accounts purposes as at 30th September 2010*

Region	Property cost
Africa	£144,672,360
Americas	£256,269,457
Asia & Pacific	£266,915,878
Eastern Europe & Central Asia	£76,723,226
Europe	£521,234,365
United Kingdom	£240,415,858
Middle East & NorthAfrica	£160,568,520
South Asia & Afghanistan	£204,511,701
<b>Grand Total</b>	<b>£1,871,311,366</b>

The FCO does not publish its current valuations of individual buildings, since this information is commercially sensitive and could prejudice the FCO's ability to gain best value for the UK taxpayer in negotiations with third parties.

The FCO does, however, recognise that the sensitivity of such valuations diminishes over time, and the department contributes to centrally published asset values produced by HM Government. The latest figures can be found in the 2007 National Asset Register Chapter 10, pages 417-421, where a list of all FCO owned properties valued in excess of £1 million was last published.

## FCO properties in the UK and overseas

### Opening and closure of UK embassies and diplomatic posts

Our diplomatic network of nearly 270 Posts is the essential infrastructure for our foreign policy and our influence overseas. It enables us to deliver a distinctive British foreign policy that extends our global reach and influence, that is agile and energetic in a networked world, that uses diplomacy to secure our prosperity, that builds up significantly strengthened bilateral relations for Britain, that harnesses the appeal of our culture and heritage to promote our values, and that sets out to make the most of the abundant opportunities of the 21st century systematically and for the long-term.

In 1997-2007, seven embassies, four embassy offices, one office and six consulates opened. Three consulates were also upgraded to embassies. In 2007-09 the FCO opened embassy offices in Goma, Democratic Republic of Congo; Juba, Sudan; and a British Interests Section in Antananarivo, Madagascar.

Our network allows us to use our bilateral relationships to achieve multilateral outcomes in relation to specific countries.

Sometimes our network concentrates on a global rather than specific bilateral issue. For example, because of our global reach, we were able to lobby successfully to build a consensus which got international climate change negotiations at Cancun back on track. There is growing international recognition of the approach we have

been pioneering in the FCO to strengthen the political conditions for success on climate. We are now working closely with Germany to replicate this with like minded partners including the European External Action Service. As part of this effort we have opened a debate with partners in the EU, East Asia, Latin America and elsewhere on the economic benefits, at a time of rising resource stresses, of low carbon growth.

The changes to the shape of our network announced by the Foreign Secretary during 2011 demonstrate the way the FCO is adapting to the changing world and represent the biggest strategic diplomatic advance by the UK in decades. For example, we have opened an Embassy in Juba, which will give us a footprint in a country rich in untapped resources, where we and our partners are leading to secure a smooth transition of power in a poor country which suffered from conflict. Our post in Benghazi puts us where we need to be to provide humanitarian, logistical and policy support to the interim government in Libya.

## FCO properties in the UK and overseas

### Details of missions closed since 1997-2007

FY	Country	Post name	Status	Comments
1997-98	Colombia	Barranquilla	BC	—
1997-98	Switzerland	Zurich	BCG	—
1998-99	Malaysia	Kuching	BC	—
1998-99	Thailand	Chiang Mai	BC	—
1999-2000	USA	Cleveland	BC	—
2000-01	Spain	Seville	BC	Reopened as a UKTI Commercial Office in 2005
2003-04	Mali	Bamako(1)	Embassy	—
2003-04	El Salvador	San Salvador	Embassy	—
2003-04	Honduras	Tegucigalpa	Embassy	—
2003-04	Nicaragua	Managua	Embassy	—
2004-05	Cameroon	Douala	BC	—
2004-05	Portugal	Oporto	BC	—
2005-06	Lesotho	Maseru	BHC	—
2005-06	Madagascar	Antananarivo	Embassy	—
2005-06	Swaziland	Mbabane	BHC	—
2005-06	Cote d'Ivoire	Abidjan	Embassy	—
2005-06	Bahamas	Nassau	BHC	—
2005-06	Paraguay	Asuncion	Embassy	—
2005-06	USA	Dallas	BC	—
2005-06	USA	San Juan (Puerto Rico)	BC	—

FY	Country	Post name	Status	Comments
2005-06	Japan	Fukuoka	BC	—
2005-06	Vanuatu	Port Vila	BHC	—
2005-06	Germany	Frankfurt	BCG	—
2005-06	Germany	Stuttgart	BCG	—
2005-06	Yemen	Aden	BCG	—
2005-06	Cote d'Ivoire	Abidjan	Embassy	—
2005-06	Tonga	Nuku' alofa	BHC	—
2006-07	Australia	Adelaide	BC	—
2006-07	East Timor	Dili	Embassy	—
2006-07	Germany	Hamburg	BCG	—
2006-07	Sweden	Gothenberg	BCG	—
2006-07	USA	Seattle	BC	—

*In 2007, three High Commission offices (Kingstown, St. Vincent and the Grenadines), the Consulate in Nagoya, Japan, and the Trade Office in Aleppo, Syria were closed.*

*In 2008, two High Commission offices (St. John's, Antigua and St. George's, Grenada) were closed.*

*The British Trade and Cultural Office in Taipei closed its Southern Taiwan office in Kaohsiung in April 2009.*

*The Consulate General in Lille closed in August 2011.*

## FCO properties in the UK and overseas

### Opening and closure of UK embassies and diplomatic posts

The FCO constantly reviews its global Estate in the light of changing operational needs. As a consequence the FCO regularly acquires and disposes of its property assets.

A list of sales of FCO properties from April 2007 to September 2011 is set out below. Details of earlier FCO sales, and property sales by agencies and NDPBs, are not held centrally.

It was agreed in the 1997 Comprehensive Spending Review settlement that the FCO should retain 100 per cent of the proceeds from property sales for re-investment, up to an agreed ceiling for each spending review period, which has not been exceeded. Funds generated from the sale of FCO estate assets have been recycled into the Department's capital budget for reinvestment in the estate. The FCO always ensures best value for money in all asset sales.

In 2009 the Treasury set the FCO an asset sales target of £25 million for the financial years 2010-11.

Between 2011-12 and 2013-14 we have identified 71 properties for disposal with a total book value of £131.25 million.

### Property Asset Sales

Sale Price	£
Sales April 2007 to March 2008	14,756,098
Sales April 2008 to March 2009	57,314,126
Sales April 2009 to March 2010	9,193,847
Sales April 2010 to March 2011	19,467,277

Sales from April 2011	Post	Property Type	Sale Price £
13/04/2011	Seoul	Residential	1,211,045
25/05/2011	Kampala	Residential	396,393
31/05/2011	Oporto	Office & Residence	6,069,910
10/06/2011	Washington	Residential	212,029
20/06/2011	Lusaka	Residential	819,673
20/06/2011	Lusaka	Residential	495,473
30/06/2011	Seoul	Residential	1,921,384
29/07/2011	Belmopan	Residential	86,233
02/08/2011	Lilongwe	Residential	182,580
26/08/2011	Seoul	Residential	1,570,575

In order to maximise the price received for the sale of our assets, it is not our policy to provide exact details of our sales programme, nor the price we expect to receive in advance of formal marketing. The timing of any sales will suit operational requirements and in some cases will be dependent on a replacement property being secured either on lease terms or as purchases where this represents an overall capital gain and represents value for money.

Details of sales completed are reported quarterly to the Foreign Affairs Committee. Book value for each property is based on value as assessed by independent Chartered Surveyors commissioned to undertake the rolling programme of revaluations.

Like other departments, we liaise closely with the Government Property Unit to determine the level of operational demand for working space in the UK, and to ensure value for money.

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## FCO properties in the UK and overseas

### Vacant buildings and land

The FCO has no vacant buildings in the United Kingdom. There is one plot of 18 acres of agricultural land adjacent to our site at Hanslope Park, North Buckinghamshire that has been declared vacant and is likely to be sold in 2012.

Day-to-day management of our overseas estate is devolved to our overseas posts and it is not possible to provide accurate information on vacant properties or land parcels without incurring disproportionate cost. The FCO does not publish valuations of individual properties as this can prejudice the prices achieved on disposal.

### Cost to the public purse of residences used by Ministers

Chevening House in Sevenoaks is owned and administered by a private trust. Some residual costs are met by the public purse. These total £3,694 per annum.

The flat that constitutes the Foreign Secretary's official residence at 1 Carlton Gardens cost a total of £65,448 for the financial year 2010/11, a saving of £1406 on the previous financial year.

Since the Foreign Secretary's occupation of 1 Carlton Gardens on 28 June 2010, Council Tax and utility costs have been met by him personally.

We are required under the terms of the fully Repairing Lease of 1 Carlton Gardens to "as often as necessary, well and substantially to repair, renew, uphold, clean and keep in repair the demised premises." Therefore, in accordance with Lease obligations and as a result of the Quadrennial Inspection of 2009, the FCO has undertaken some required refurbishment and redecoration of the

non-residential areas since the appointment of the Foreign Secretary. This includes maintenance work to some ceilings and walls to repair identified cracks and damage caused by significant water ingress and previous repairs. A number of window frames identified as rotten have also been repaired. The cost of this maintenance work to the FCO was £3437.

The cost of other redecoration and refurbishment work, aside from this essential maintenance, undertaken in the residential accommodation as a result of the Foreign Secretary's occupancy has been met by him personally.

### Sharing overseas properties with other United Kingdom departments and foreign governments.

The Foreign and Commonwealth Office shares its overseas office accommodation with many other UK government departments, including - UKTI, UK Borders Agency, HM Revenue and Customs, the Ministry of Defence. The British Council also share accommodation with us in a number of countries.

The main users of the FCO overseas platform are the UK Border Agency; the Department for International Development, the Ministry of Defence, the Serious Organised Crime Agency, the British Council, HM Revenue and Customs, the Metropolitan Police and the Department for Work and Pensions.

*Office accommodation shared with foreign governments can be broken down into the following three categories:*

#### Space sublet by the FCO to foreign governments:

- > Baghdad (Canadian Embassy, Danish Embassy, Delegation of the European Union to Iraq)
- > Chisinau (Dutch Honorary Consul)
- > Freetown (French Consulate)
- > Goma (French Diplomatic Representative)
- > Kabul (New Zealand Embassy)
- > Lashkar Gah (Delegation of the European Union to Afghanistan)
- > Helsinki (US Embassy)

#### Space sublet by foreign governments to the FCO:

- > Antananarivo (German Embassy)
- > Monrovia (US Embassy)
- > Nouakchott (Delegation of the European Union to Mauritania)
- > Pyongyang (German Embassy).

#### Co-located office space governed by separate lease agreements, or jointly owned:

- > Bamako (Canadian Embassy)
- > Dar Es Salaam (Dutch Embassy, German Embassy, Delegation of the European Union to Tanzania)
- > Quito (German Embassy)
- > Reykjavik (German Embassy).

## FCO properties in the UK and overseas

### Co-location of posts with the Department for International Development.

The Foreign and Commonwealth Office and the Department for International Development (DFID) are strongly committed to identifying opportunities for co-location which make operational sense and can save taxpayers' money.

Specific opportunities for co-location agreed between the two departments include:

- > Barbados: plans are in place for DFID to move into the High Commission offices in Bridgetown
- > Bangladesh: Plans are in place to be co-located in our office in Dhaka by 2nd quarter 2013
- > India: DFID are planning co-location by 2nd quarter 2012 following a refit of the High Commission offices in New Delhi;
- > Mozambique: discussions are underway on the viability for co-location in Maputo
- > Nepal: discussions are underway on the viability for co-location in Nepal
- > South Africa: Plans are in place to be co-located into our High Commission offices by March 2012
- > Jerusalem: Design work on a joint DFID/FCO building is progressing. However building work cannot start until land ownership is established for the site.

*DFID are co located in the same building in the following overseas Posts:*

Brazil	Brasilia	Malawi	Lilongwe
Burma	Rangoon	Montserrat	Manjack
Burundi	Bujumbura	Rwanda	Kigali
Ghana	Accra	Sudan	Juba
Guyana	Georgetown	Tajikistan	Dushanbe
India (Kolkata)	Kolkata	Tanzania	Dar Es Salaam
Iraq (Baghdad)	Baghdad	Thailand	Bangkok
Jamaica	Kingston	Yemen	Sana'a
Jordan	Amman	Zambia	Lusaka
Kenya & Somalia	Nairobi	Zimbabwe	Harare

*DFID are on the same compound in a standalone building in the following posts:*

Afghanistan	Kabul
DR Congo	Kinshasa
Ethiopia	Addis Ababa
Indonesia	Jakarta
Liberia	Monrovia
Pakistan	Islamabad
Rwanda	Kigali

## FCO properties in the UK and overseas

### Space provided per employee, and our policies on home working and hot desking

The FCO seeks to apply the space guidelines laid down centrally by the Government Property Unit (GPU) wherever possible. The current guidelines are 10 sq m per full time employee (FTE). For any new fit-out or refurbishment, a ratio of 8 sq m per FTE is applied.

The FCO's policy on flexible working is that everyone has the right to request it. Flexible working is granted where the business need allows. Home working is one of a range of flexible working arrangements available to staff; there are approximately 30 home workers in the FCO.

In newly refurbished and fitted out areas provision is made for hot desking. On average there are 1.2 FTEs per workstation. Given the heritage and listed building status of the FCO's buildings in London it is not always possible to achieve the GPU standards; for example, the average space per employee as reported in the latest benchmarking exercise is currently 14.3 sq m.

The space occupied per employee of The FCO in the UK was:

2008/09 - 24.7<sup>m</sup><sup>2</sup> NIA (Net Internal Area)

2009/10 - 14.3<sup>m</sup><sup>2</sup> NIA

Information is not available for previous years.

Since 2008 the FCO has been improving the quality of data relating to space utilisation on the estate. Better data allows for more accurate reporting, that along with more open planning of new offices have helped bring down the amount of space occupied per person.

### Reducing emissions

Between 14 May 2010 and 13 May 2011 the FCO delivered a reduction of 18.1% in carbon dioxide emissions from its office estate. Under the Green Government Commitments it is now committed to delivering a 25% reduction in green house gases by 2014/15.

The FCO's non-weather corrected office emissions in June 2010 amounted to 760 tonnes carbon dioxide. In June 2011, the figure was 705 tonnes carbon dioxide.

The FCO has taken the following steps since May 2010 to reduce its carbon emissions to meet the government's carbon emissions target:

- > Activated power saving settings on our operating system to put Desktops into a very low energy mode when not in use.
- > Installed voltage regulation equipment in two sites, with plans to instal in a third.
- > Converted Hanslope Park boilers to run off biodiesel
- > Installed automatic energy meters.
- > Reduced office heating temperatures by two degrees to 19-20C.
- > Decommissioned an energy inefficient pre-fabricated building.
- > Conducted energy audits of the UK estate and will implement the key recommendations.
- > Conducted a lighting survey and will instal more energy efficient lighting.

Display Energy Certificates have been awarded to the Foreign and Commonwealth Office building at King Charles Street in each of the last three years as follows:

2008 DEC: Rating D, Score 92

2009 DEC: Rating E, Score 110

2010 DEC: Rating D, Score 94

A lower rating/score means a more efficient energy performance. 100 is a typical score for the type of building that the Foreign and Commonwealth Office uses in King Charles Street, London.

Energy consumption data for our main building is published online at [data.gov.uk](http://data.gov.uk).

## FCO properties in the UK and overseas

### Art

Works of art displayed in FCO buildings in the UK and throughout the network are from the Government Art Collection (GAC), which publishes an annual list of acquisitions, available at: <http://www.gac.culture.gov.uk/information/publications.asp>.

The FCO spent the following amounts on works of art:

	£
2004-05	£3,658
2005-06	£19,121
2006-07	£55,551
2007-08	£0
2008-09	£5,288
2009-10	£74,887
2010-11	£746

On 13 May 2010 the Foreign and Commonwealth Office (FCO) spent £746 on posters/artwork for the Paris Embassy. Since then no artwork has been purchased for the diplomatic estate by the FCO.

The value of the Antiques and Works of Art held by the FCO is stated in our Annual Reports. The FCO does not hold information about purchases and sales of art and antiques in previous financial years in a format that enables us to identify individual items.

Records of the renovation and restoration of works of art are not kept centrally.

### Spend on plants and trees

Indoor and outdoor plants and trees in the UK are purchased via the Facilities Management contract with Interserve FM. These plants are for public areas and once in situ are maintained and replaced at no additional cost to the FCO. From 11 May 2010 to the end of March 2011 the FCO has spent £2,720 on additional plants.

In addition, £3,795 was spent on plants and plant stands for high profile international events at Lancaster House between 11 May 2010 and the end of March 2011.

Maintaining existing indoor and outdoor plants and trees in the FCO in the UK is covered by the Grounds Maintenance element of the Facilities Management contract with Interserve FM.

## FCO properties in the UK and overseas

### Displaying the portrait of HM the Queen in our buildings overseas

A colour reproduction of a portrait of Her Majesty the Queen, painted by William Narraway in 1977, has been approved by Her Majesty for display at Diplomatic Service establishments abroad. We expect all major Foreign and Commonwealth Office buildings to display this.

### Christmas

The Foreign and Commonwealth Office did not purchase any Christmas trees or decorations in the UK in 2010-11. Three Christmas trees were donated to the office by Facilities Management Client Unit (FMCU) contractors (Compass, Interserve and G4S).

The Foreign and Commonwealth Office does not give staff any additional leave for Christmas shopping, nor does it pay a Christmas bonus.

Statistics on the purchase and postage costs of Christmas cards are not collected.

### Food

The FCO in the UK currently meets the Government's commitment, as detailed in the Coalition Agreement, to 'ensure that food procured by government departments, and eventually the whole public sector, meets British standards of production wherever this can be achieved without increasing overall cost.'

Data relating to food procurement is published annually on the FCO website ([www.fco.gov.uk/publications/transparency-and-data/food-procurement](http://www.fco.gov.uk/publications/transparency-and-data/food-procurement)). Provision of information for the FCO's global network is not held centrally.

We adopt the guidance produced by the Department for Food and Rural Affairs (DEFRA) which encourages wherever possible the local and seasonal sourcing of food. The FCO's catering contractors are required to support the FCO in response to the Government's "Strategy for Sustainable Farming and Food" and follow guidelines within the "Public Sector Food Procurement Initiative". This means that the Contractor seeks to source seasonal food from local supplies wherever this is commercially viable. This is set against the background that, under EC procurement rules, an organisation cannot legitimately stipulate a particular country of origin as a criterion for evaluation.

The percentage of the total food procured for the FCO Catering Contract, produced in Britain, was 54% in 2009/10 and 59% in 2010/11.

The FCO engaged a Catering contractor to provide an unsubsidised staff catering service in December 2008. Therefore nothing was spent directly by the FCO on food procurement for this contracted service during the period 2009-10 and 2010-11. Our Catering Contractor has advised however that the total value of food procured by them for the FCO Catering Contract was £879,200 in 2009/10 and £728,600 in 2010/11.

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## FCO properties in the UK and overseas

### Business Hospitality

We use our buildings and people to foster better relationships across the world. This means that sometimes we spend money on hospitality, including receptions and events in our buildings in support of our priorities. We are often asked how much we spend on catering costs. We also hire out some of our buildings to help recoup some of the running costs.

Many of the events we run are in support of the prosperity agenda and result in deals for British businesses that far outweigh the costs of running them. Often, the money that we spend is matched or covered by commercial sponsorship. The table below shows the top fifteen Posts by spend, how many events were held on FCO premises, and the number of people these events reached.

Post	Expenditure	Events held on FCO premises	Number of guests
Paris	£151,692.00	354	8,882
Washington D.C	£188,903.00	519	8,359
Moscow	£113,681.00	192	11,371
Rome	£57,462.00	87	4,669
Ottawa	£61,782.00	114	3,682
Berlin	£104,567.00	78	4,791
Madrid	£125,365.00	133	2,428
New Delhi	£13,048.00	279	12,545
Tokyo	£133,424.00	303	14,894
Mexico City	£91,613.00	132	3,908
Brussels Ukrep	£46,952.00	315	8,000
Sydney	£71,472.00	45	3,334
Pretoria	£77,979.32	78	2,366
Kabul	£67,680.69	455	5,406
Ankara	£30,407.00	112	9,500

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## Consular work

>>The Consular Service has continued to deliver high quality services to British Nationals overseas, dealing with nearly half a million face to face enquiries and helping in over 16,000 assistance cases, including distressing situations such as deaths or murders overseas, forced marriage or child abduction.<<<

In the latter part of 2010-11 the world faced an unprecedented number of natural disasters and civil unrest. We responded quickly and effectively to support British Nationals. We set up 24 hour crisis centres to help British nationals caught up in the unrest in Tunisia, Egypt, Libya and Bahrain. We ensured that British nationals had access to the latest travel advice (including through use of social media) and answered thousands of calls. We also sent Rapid Deployment Teams to help people directly on the ground and reinforced neighbouring staging posts and land border crossings with Regional Resilience Teams. In Libya, working closely with the MOD, UKBA and international partners, we evacuated 790 British Nationals and 373 people from EU and other countries.

We are continuing to work, with partners, in other countries facing unrest in the region and to review our emergency and civil contingency plans. We set up crisis centres after the earthquakes in New Zealand and Japan, answering over 4,000 and 9,000 calls respectively, and again sent Rapid Deployment Teams to track details of missing people and help British Nationals with issues such as travelling away from the affected areas. We have reviewed our work during these crises and have implemented lessons learned so that we can continue to improve our response.

In June 2010 we launched our new "Strategy 2010-13" to continue to improve the quality of our consular services and the performance of our network. On 1 April 2011

we successfully transferred the overseas passport issuing operation to the Identity & Passport Service. This was a key milestone in a process which will reduce duplication of systems and produce considerable cost savings. This change, along with others such as streamlining our notarial services, will enable us to concentrate on our core assistance and crisis work, and improve the package of support we provide to the most vulnerable.

To support this we are making changes to our consular network, strengthening the 'regional' approach. For example in South East Asia last year, over 40 consular staff were redeployed around the region to bolster our response during peak demand, such as the political crises in Bangkok and flooding in Brisbane. We are improving our use of technology to provide services and to communicate our travel advice, for example by providing a number of digital feeds which have encouraged the launch of travel advice Smartphone applications. We also set up a contact centre in Malaga to handle all consular telephone enquiries in Spain and Portugal and free up consular staff to focus on those in the most difficult situations.

Between February 2010 and February 2011, there were 9 million hits on the Travel and Living Abroad pages of the FCO website, from 7.2 million visitors.

### Numbers of British nationals travelling and living abroad

During 2010/11 there were over 55 million trips overseas by British nationals.

British nationals resident overseas are not obliged to inform our Embassies or Consulates of their presence. Therefore, our estimates are based on the number of those nationals who we understand have been issued resident permits, or made themselves known to the Embassies, and from publicly available research.

The number of British nationals living overseas is estimated at 5,657,000. This estimate is taken from the Institute for Public Policy Research 2010 "Global Brit – Making the most of the British diaspora".

### Helping British nationals abroad

The Guide: Support for British Nationals sets out what help we can and cannot provide for British Nationals overseas. (reissued in autumn 2011).

Over 43,400 British nationals needed some form of Consular assistance during 2010/11. This included 19,228 assistance cases and 17,847 people who were issued Emergency Travel Documents.

For the full breakdown, please see our British Behaviour Abroad report.

During the various natural disasters and political unrest in early 2011, the FCO helped over 6300 people with assisted departures or evacuations and handled 21,500 enquiries to its hotline.

During 2010/11 over 5.3 million people visited our Travel Advice web pages and we received almost 105,000 calls and over 2,500 emails seeking information on going abroad.

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## Consular work

### Key Stats



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Over 43,400 British nationals needed some form of Consular assistance during 2010/11. This included 19,228 assistance cases and 17,847 people who were issued Emergency Travel Documents.

During the various natural disasters and political unrest in early 2011, the FCO helped over 6,300 people with assisted departures or evacuations and handled 21,500 enquiries to its hotline.

During 2010/11 over 5.3 million people visited our Travel Advice web pages and we received almost 105,000 calls and over 2,500 emails seeking information on going abroad.

Since 1 June 2011, over 2,800 customers have given us feedback through our customer satisfaction survey and we have an average of 92% rating our services as either excellent or good.

The total cost of Consular for 2010-11 was £101,888,130.

This equates to £2 for every trip made by a British traveller during the year.

## Consular work

### British nationals who have died abroad

The figures below are the total numbers of deaths of British nationals overseas, of which we have been notified, for the financial years 2006-11.

For 2006-08 these figures are the number of deaths that required consular action, taken from the Consular Annual Return submitted by overseas missions. The figures for 2008-11 are all deaths as recorded on Compass, the FCO consular assistance database.

Financial year	Number of deaths
2006/07	4,527
2007/08	4,134
2008/09	5,629
2009/10	5,930
2010/11	5,972

The table below shows the number of British nationals recorded by the FCO as having been murdered overseas since 2002. Prior to 2002 we used a different database which recorded only cases handled in London.

Calendar Year	Number Of Cases
2002	54
2003	33
2004	77
2005	115
2006	86
2007	81
2008	65
2009	64
2010	64

We do not hold information centrally on the number of those individuals whose death or injury was specifically caused by terrorism.

### British Nationals arrested or detained overseas

The FCO measures the number of British nationals in detention overseas twice a year. At 31 March 2011 the FCO was aware of 2,076 British nationals detained overseas (both in custody pending trial or deportation, and serving custodial sentences).

Nine British nationals have been sentenced to death: four in the USA, one in Ghana, one in Pakistan, one in the Democratic Republic of Congo, one in Kenya and one in Bangladesh. In addition, a number of British nationals are facing charges that potentially carry the death penalty. The government is committed to using all appropriate influence to prevent the execution of any British national.

### International Child Abduction

During 2010/11, the Child Abduction Section dealt with 161 new cases, this is a 10% increase in the number of child abduction cases from the previous year.

### Forced Marriage

Between January to December 2010, there were 1,735 instances where our Forced Marriage Unit (FMU) gave advice or support related to a possible forced marriage. During this period FMU dealt with 469 cases of forced marriage, an increase of 92 cases from the previous year.

### Emergency Travel Documents

We issued 17,847 Emergency Travel Documents (ETDs) in 2010/11.

## Consular work

### Crisis Response

If British nationals are involved in a large-scale emergency overseas, a Rapid Deployment Team (RDT) may be deployed to the affected region.

Between January and August 2011 we deployed 21 RDTs made up of 113 staff.

#### Tunisia:

- > RDT deployments: 1 team comprising 6 staff.
- > Other staff/team deployments: 2 staff from Regional Resilience
- > Number of BNs we helped leave: FCO worked closely with tour operators and ABTA, to enable more than 3,000 British nationals to leave the country within 48 hours.

#### New Zealand:

- > RDT deployments: 2 teams comprising 11 staff.
- > Other staff/team deployments: UK USAR (Urban Search and Rescue) and UK police DVI.
- > Number of calls to FCO hotline: over 4,000.
- > Number of BNS assisted: Christchurch field team assisted over 400 at the scene and issued over 80 Emergency Passports. Wellington team deployed to the airport to meet BNs on flights from Christchurch and issued 24 emergency passports and 219 full validity passports.

#### Egypt:

- > RDT deployments: 4 teams comprising 30 staff (including 2 members of the Red Cross).
- > Other staff/team deployments: 62 staff deployed in total. In addition to RDT detailed above, 17 staff from Regional Resilience Network, and 5 staff from UKBA.
- > Number of calls to FCO hotline: over 5,500.
- > Number of BNs we helped leave: We helped over 2,000 British nationals leave Egypt by commercial means. The FCO also organised two charter flights, for around 200 British nationals and their dependants wanting to leave Cairo, on 3 and 5 February, to complement the capacity of commercial flights. This was an assisted departure and the BNs were charged.

#### Bahrain:

- > RDT deployments: 1 team comprising 8 staff.
- > Number of calls to FCO hotline: over 600.
- > Number of BNS we helped leave: 4 British nationals left on FCO charter flight. This was an assisted departure and the BNs were charged. A second charter flight was cancelled due to no take up by BNs.

#### Japan:

- > RDT deployments: 4 teams comprising 18 staff.
- > Other staff/team deployments: Regional resilience, British Search and Rescue team deployed by DFID
- > Number of calls to FCO hotline: over 9,000.
- > Number of BNs assisted: over 170.

#### Libya:

- > RDT deployments: 6 teams comprising 28 staff (to Tripoli and Valetta).
- > Other staff/team deployments: over 50 staff deployed in total to Libya and Valetta, including RDT detailed above, UKBA and regional resilience.
- > Number of calls to FCO hotline: over 2400.
- > Number of BNs we helped leave: working closely with MoD, UKBA and international partners we evacuated 790 British nationals and 373 EU/other nationals from Libya.

#### Morocco:

- > RDT deployments: 1 team comprising 4 staff.

#### Cote D'Ivoire:

- > RDT deployments: 1 team comprising 4 staff.

## Consular work

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### Know Before You Go Campaign

The Know Before You Go campaign provides information to targeted groups to try to reduce the number of consular cases each year. In the last six months the team has completed successful campaigns on Forced Marriage, Child Abduction, the Rugby World Cup and the British Behaviour Abroad report, which alone generated almost 300 radio\ TV, 16 national and regional press, 107 online pieces of media coverage.

### Benchmarking Survey Results Summer 2011\12

As part of the ongoing evaluation of the campaign every 6 months we commission a benchmarking survey which looks at travel trends and behavioural change. The last four sets of yearly summer figures have shown a marked change in the behaviour and attitudes of travellers.

These indicate that this campaign continues to make people think and act differently.

Activity \ Behavioural Change	June 2008	% increase	June 2009	% increase	June 2010	% increase	June 2011
Travelling insured	72%	+3%	75%	+7%	82%	+4%	86%*
Researched destination	20%	+2%	22%	+10%	32%	+9%	41%
Copied passport	13%	+1%	14%	+7%	21%	+4%	25%
Recorded key info	14%	+4%	18%	+11%	29%	+9%	38%
Checked \ applied for an EHIC	15%	+7%	22%	+4%	26%	11%	37%
Checked local laws	NA	NA	4%	+8%	12%	+0%	12%

\*new record high

## Consular work

### Meeting our targets

#### In July 2011:

We contacted 86% of British nationals in hospital within 24 hours (target 95%)

We contacted 72% of British nationals who had been arrested or detained within 24 hours (target 95%).

#### Since April 2011, we have responded to:

82.5% consular enquiries and complaints within our 20 day deadline (target 95%)

84% letters from members of the public within the 20 day deadline (target 95%)

91% Member of Parliament letters within the 20 day deadline.

>>Since 1 June 2011, over 2800 customers have given us feedback and we have an average of 92% rating our services as excellent or good.<<

### Legalisation Office

#### Centre Point Premium Business Service

April 2011 to August 2011: 100% delivery of the same day service (90 minute target) for all straightforward applications.

#### Milton Keynes Postal Service (2011)

April: 100% delivery of our next day turnaround for all straightforward applications

May: 98% delivery of next day turnaround target for all straightforward applications

June: 86% delivery of next day turnaround target for all straightforward applications

July: 99.5% delivery of next day turnaround target for all straightforward applications

August: 100% delivery of our next day turnaround for all straightforward applications

### Customer Feedback (target 80% excellent or good)

Since 1 June 2011, over 2800 customers have given us feedback and we have an average of 92% rating our services as excellent or good:

June 92% rated our service as either excellent or good

July 92% rated our service as either excellent or good

## Consular work

>>Consular is fee funded. As a public organisation this means that there is a Treasury requirement on us to set fees and budgets such that our income matches our costs.<<

### How is Consular funded and the annual cost for 2010/11

Consular is fee funded. As a public organisation this means that there is a Treasury requirement on us to set fees and budgets such that our income matches our costs.

#### Income

Income can be grouped into four categories: Premiums on Passports, Legalisations, Emergency Travel Documents (ETD's) and Consolidated Funds Extra Receipts (CFER's).

#### Consular Premium

There is a Consular Premium on each passport sold that is set aside to fund Consular operations. As of March 2011 all passport operations (including passports sold overseas) are the responsibility of the Identity and Passport Service (IPS), an agency of the Home Office. For 2010/11 income from the Consular Premium came to £67,056,376.

(Up to 31/03/2011 passports issued overseas were the responsibility of the FCO and the FCO kept this income. In 2010/11 this came to a figure of £38,069,683 net of Consular Premium which was used to fund passport operations only).

#### Legalisations

Legalisations are the official confirmation that a signature, seal or stamp on a UK public document is genuine. They do not authenticate the content of the document.

They can be carried out by the Legalisation Offices in the UK or overseas. In the UK there is a Premium and a Standard service. For 2010/11 income came to £15,331,598.

#### Emergency Travel Document

An ETD is a form of temporary passport, valid for a specified period. A fee of £95 is charged. In 2010/11 income totalled £1,728,565.

#### CFER's

This covers all other fees and ranges from Notarial work to registration of births, marriages and deaths. In 2010/11 income came to £5,953,306.

Total income for Consular in 2010/11 came to £92,481,268 and included £2,411,423 of income allocated to Consular from the rest of the FCO. This figure excludes the £38,069,683 income that was taken for passports issued overseas.

#### Costs

The total cost of Consular Directorate in 2010/11 was £101,888,130. This figure excludes £38,069,683 worth of costs that were allocated against the passport operation overseas which has become the responsibility of IPS since March 2011.

#### Deficit

Due to difficulties in estimating the demand for the services listed above and the costs that will be allocated to Consular it is usual for income to not equal cost. Therefore Consular can generate a surplus or deficit. For 2010/11 Consular generated a deficit of £9,714,248.

This figure includes passport operations which will not be a part of the Consular accounts going forwards. The deficit excluding passport operations was £9,406,862.

## Consular work

### Telephone helplines

Consular staff in London and overseas regularly answer phone calls from British nationals seeking our help, including through our 24 hour Global Response Centre. Consular Directorate also provides the following telephone helplines:

#### > **Travel Advice telephone line**

This service offers access to the FCO's travel advice to those who are unable to view it online, or who wish to enquire in person. The service is currently provided by a commercial partner and we have budgeted £180,000 for 2011-12. We continue to improve our online travel advice, and hope to reduce this cost by making online advice easier to use.

#### > **Overseas Crises**

In a crisis affecting British nationals overseas the FCO may activate a call handling capacity to take calls from affected members of the public, either in-house or outsourced to a commercial partner or the Police. This depends on the scale of the incident. These call handlers usually respond to calls to a dedicated emergency hotline number. Funding for operational costs is not allocated in advance, but these costs can be claimed for from the Treasury held Emergency Disaster Reserve should the total costs of our crisis response surpass £150,000.

#### > **Legalisation, and Births, Deaths and Marriages Enquiries**

This service is currently being provided by a commercial partner, to enable the Legalisation Office staff to process documents as efficiently as possible and ensure calls are always answered promptly. The budget for 2011-12 is £80,000. Within the same contract, there is an enquiry line for British nationals looking to register a birth or death or with questions about getting married or arranging a civil partnership overseas.

#### > **Passport Enquiry line**

Between 1 June 2009 and 1 April 2011, Consular Directorate employed Careline, a UK based company, to provide a telephone enquiry and tracking service for customers applying for passports overseas. Careline continue to provide this service but the contract is now managed by the Identity & Passport Service, an executive agency of the Home Office. The FCO did not pay for this service; customers are charged direct by Careline. Exceptionally, the FCO covered the cost of calls to Careline, from 15 July to 31 July 2011 for customers served by the Regional Passport Processing Centre in Dusseldorf and from 15 July until 31 August for customers served by the Processing Centre in Washington because of delays in passport production.

Consular Directorate provides specific telephone numbers for certain customers requiring FCO support. These are regular FCO phone lines manned by Consular staff during normal working at no additional cost:

- > The Child Abduction Section helpline to answer urgent questions from British nationals involved in a parental child abduction, residence or contact dispute overseas;
- > The Forced Marriage Unit helpline offers support to British nationals overseas and anyone in the UK who is worried about being forced into a marriage. This is a joint initiative with the Home Office;
- > A helpline for MPs wishing to speak to a member of Consular Directorate about constituency cases.

>>We continue to improve our online travel advice, and hope to reduce its cost by making online advice easier to use.<<

## Costs of evacuating British nationals

### Spending on private charter aircraft to evacuate British nationals

The following expenditure has been incurred in 2011 in respect of charter planes used for evacuations of British nationals and eligible persons: Egypt £178,894, Libya £1,107,462, Japan £780,121 and Bahrain £175,546 (total £2,251,624).

Prior to 2011, £213,400 was paid for charter flights for the repatriation of tsunami victims on 30 and 31 December 2004, and £52,998 was paid to transport staff to assist evacuation from Lebanon on 20 July 2006. Further figures are not held centrally.

### Spending on chartered boats to evacuate British nationals

The FCO incurred costs of £9,600 in respect of evacuation by ship from Libya in 2011. Complete figures for previous years are not held centrally, and are only available at disproportionate cost.

>> Consular staff in London and overseas regularly answer phone calls from British nationals seeking our help, including through our 24 hour Global Response Centre.<<

## Information and Technology

>> We are leading a programme across Government to digitise information assets, and the FCO's contribution will include the digitisation of diplomatic lists to support diplomatic history as well as genealogical and family research, making them available online while also preserving them for future generations. <<

Access to external information is delivered through an electronic library. The decision to close the physical library was taken in 2007 following a review conducted by external consultants. Consequently the FCO Library's remaining 20,000 volumes were transferred to King's College London and the physical library closed in March 2008. King's College is proving to be an excellent custodian of the FCO Library collection, especially as it is now the most heavily used of College's special collections and has never before been made accessible to the public.

FCO records transferred to The National Archives consistently attract the highest level of interest amongst all UK government records. We actively contribute to the transparency agenda with 45 FCO data sets currently linked to [data.gov.uk](http://data.gov.uk).

Our Historians have published a number of historical documents including Nick Browne's report on why the UK failed to anticipate the Iranian Revolution of 1979 and a volume on Britain's relations with the Nordic countries during the Cold War, as well as holding 'Learning from History' seminars and mounting online exhibitions on British diplomacy in the Napoleonic era, Britain's role in the achievement of South American independence in the early 19th century and historic photographs of Afghanistan.

>> FCO records transferred to The National Archives consistently attract the highest level of interest amongst all UK government records. <<

## Information and Technology

### Diplomatic Service List

There are no plans to reintroduce the Diplomatic Service List. This was a list of all our diplomats. However due to the pace and flexibility of the modern organisation, the process of maintaining and collating details of staff movements and biographical data would be a year-round task and heavily labour intensive, and the cost of producing such a document, whether electronically or in hard copy cannot be justified.

>> Protocol Directorate provides guidance to Diplomatic Missions & International Organisations within the UK. This is done in conjunction with its obligations under the Vienna Convention on Diplomatic Relations 1961 (as enacted by the Diplomatic Privileges Act 1964) and the International Organisations Act 1968. <<

Our Royal Households and Honours Secretariat deals with the Diplomatic Service and Overseas List (published in December and June each year) and honorary British awards given to foreign nationals. Lancaster House, on the Mall in central London, is used extensively for government hospitality, and by outside organisations for conferences, meetings and entertaining.

### Flag flying

The Department for Culture, Media and Sport issues guidance for the flying of the Union flag on UK Government buildings. The guidance encourages the Union flag to be flown 365 days a year, and as a minimum all departments must fly the Union on the 19 special designated days including Her Majesty the Queen's birthday, Remembrance Day and the State Opening of Parliament.

The Foreign and Commonwealth Office flies the Union Flag 365 days of the year on buildings in the United Kingdom. Missions in Commonwealth countries fly the Union flag, the Diplomatic flag is flown at diplomatic posts and the Consular flag is flown at consular posts.

We advise our posts that these flags be flown on all working days during office hours. Flags at the Head of Mission's residence should be flown only on days of local celebration or mourning, on the 19 special designated days and during the stay of one of Her Majesty's ships.

The British flag has precedence. In all cases where it is deployed, the European flag is displayed alongside, not instead of, the British Diplomatic, Consular or (in Commonwealth countries) Union flag. Our Representation to the EU in Brussels displays the European flag at all times, as do all our EU partners on their buildings. On Europe Day (9 May), posts in EU and EU-applicant countries display the European flag. Other posts may also display the European flag on Europe Day where this is normal local practice.

### Size of the diplomatic community in the UK

The foreign diplomatic community in the UK numbers around 25,000, inclusive of dependants.

# Protocol

## Heads of state who have visited the United Kingdom

The following Heads of State have visited the United Kingdom on State visits (S) or as Guests of Her Majesty's Government (G) in the past five years.

### 2006

- > President of Dominican Republic (G) 20-26 March 2006
- > President of Brazil (S) 7-9 March 2006
- > President of Estonia (G) 2-4 July 2006
- > President of Liberia (G) 29 May – 1 June 2006
- > President of Lithuania (G) 3-5 July 2006
- > President of Latvia (G) 3-13 July 2006
- > President of Algeria (G) 11-12 July 2006
- > President of Pakistan (G) 28-29 September 2006
- > King of Jordan (G) 5-7 November 2006
- > President of Poland (G) 6-8 November 2006
- > President of Yemen (G) 14-17 November 2006
- > President of Kazakhstan (G) 20-23 November 2006

### 2007

- > President of Tanzania (G) 15-17 January 2007
- > President of Mexico (G) 28-30 January 2007
- > Amir of Kuwait (G) 07-09 May 2007
- > Emperor of Japan (G) 27-29 May 2007
- > President of Ghana (S) 13-15 March 2007
- > President of Namibia (G) 30 May-01 June 2007

- > President of Afghanistan (G) 14-15 February 2007
- > President of Somalia (G) 20-23 February 2007
- > President of Mongolia (G) 16-19 April 2007
- > President of Georgia (G) 24-27 April 2007
- > President of Ukraine (G) 16-17 May 2007
- > King of Saudi Arabia (S) 29 October - 1 November 2007
- > President of Panama (G) 14-17 September 2007
- > President of Afghanistan (G) 1-2 August 2007
- > President of Czech Republic (G) 6-7 November 2007
- > President of Afghanistan (G) 24-26 October 2007

### 2008

- > President of France (S) 26-28 March 2008
- > President of Sierra Leone (G) 28-29 January 2008
- > Prime Minister of Australia (G) 4-8 April 2008
- > President of Ukraine (G) 14-15 May 2008
- > President of Indonesia (G) 2-3 June 2008
- > President of Kenya (G) 23 July 2008
- > President of Nigeria (G) 16-19 July 2008
- > President of Costa Rica (G) 1-3 September 2008
- > President of Israel (G) 13-15 November 2008

### 2009

- > President of Mexico (S) 31 March - 01 April 2009
- > Premier of China (G) 1-3 February 2009
- > President of Lebanon (G) 29-30 April 2009
- > President of Ghana (G) 6-9 May 2009
- > President of Azerbaijan (G) 13-14 July 2009
- > President of India (S) 27-29 October 2009
- > President of Portugal (G) 22-23 June 2009

### 2010

- > President of Kenya (G) 22-23 February 2010
- > President of Afghanistan (G) 27-28 January 2010
- > President of South Africa (S) 3-5 March 2010
- > President of Palestine (G) 28-30 January 2010
- > President of Somalia (G) 8-12 March 2010
- > The Pope (S) 16-19 September 2010
- > President of France (G) 18 June 2010
- > President of Nigeria (G) 1-2 July 2010
- > Emir of Qatar (S) 26-28 October 2010
- > President of Chile (G) 18-19 October 2010
- > President of Turkey (G) 8-9 November 2010

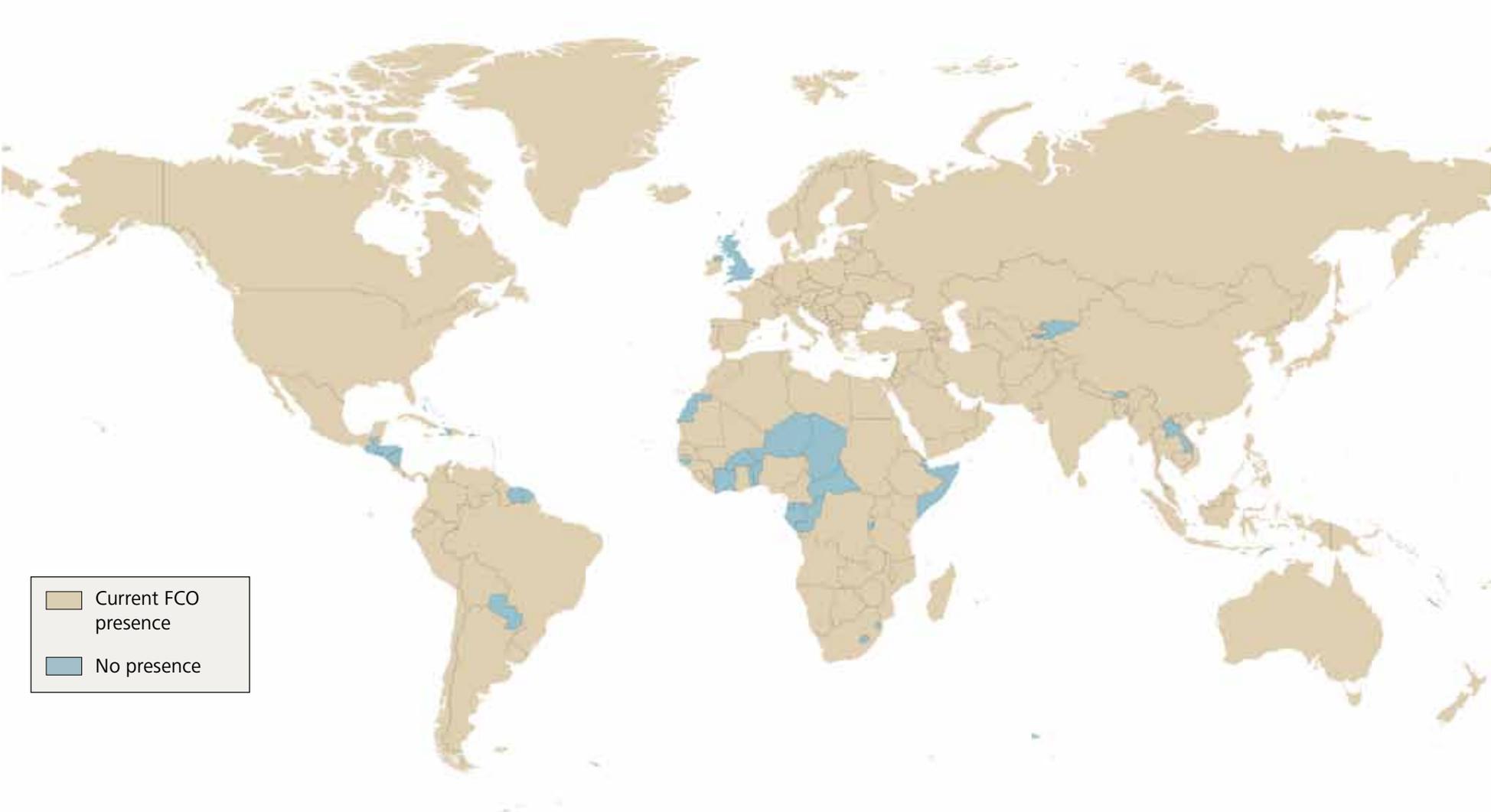
### Embassies representing the United Kingdom in more than one state

The following British Embassies represent the United Kingdom in more than one state. The Resident Post is shown first with Non-resident Posts to which the Head of Mission is accredited after:

- > Abuja (Nigeria) - Cotonou (Benin), Malabo (Equatorial Guinea)
- > Accra (Ghana) - Ouagadougou (Burkina Faso), Abidjan (Côte d'Ivoire), Lome (Togo)
- > Addis Ababa (Ethiopia) - Djibouti (Djibouti)
- > Astana (Kazakhstan) - Bishkek (Kyrgyz Republic)
- > Bamako (Mali) - Niamey (Niger)
- > Bangkok (Thailand) - Laos
- > Berne (Switzerland) - Liechtenstein
- > Bridgetown (Barbados) - St Lucia, Grenada, St Christopher & Nevis, St Vincent & Grenadines, Commonwealth of Dominica, Antigua & Barbuda
- > Buenos Aires (Argentina) - Asuncion (Paraguay)
- > Colombo (Sri Lanka) - Male (Maldives)
- > Dakar (Senegal) - Prais (Cape Verde), Bissau (Guinea-Bissau)
- > Freetown (Sierra Leone) - Monrovia (Liberia)
- > Georgetown (Guyana) - Paramaribo (Suriname)
- > Guatamala City (Guatamala) - San Salvador (El Salvador), Tegucigalpa (Honduras)
- > Jakarta (Indonesia) - Dili (Timor L'Este)
- > Kigali (Rwanda) - Bujumbura (Burundi)
- > Kingston (Jamaica) - Nassau (Bahamas)
- > Kinshasa (Dem Rep of Congo) - Brazzaville (Rep of Congo)
- > Luanda (Angola) - Sao Tomé (Sao Tomé & Principe)
- > Madrid (Spain) - Andorra
- > Manila (Phillipines) - Marshall Islands, Micronesia, Palau
- > Paris (France) - Monaco
- > Port Louis (Maritius) - Moroni (Comoros), Antananarivo (Madagascar)
- > Rabat (Morocco) - Nouakchott (Mauritania)
- > Rome (Italy) - San Marino
- > San José (Costa Rica) - Managua (Nicaragua)
- > Santo Domingo (Dominican Rep) - Port-au-Prince (Haiti)
- > South Africa - Mbabane (Swaziland) and Maseru (Lesotho)
- > Stanley (Falkland Islands) - Commissioner, South Georgia and the South Sandwich Islands
- > Suva (Fiji) - Tarawa (Kiribati), Naura (Nauru), Port Vila (Vanuatu), Nuku'alofa (Tonga), Funafuti (Tuvalu)
- > Wellington (New Zealand) - Apia (Samoa), & Governor of Pitcairn, Henderson and Ducie
- > Yaoundé (Cameroon) - Bangui (Central African Republic), Ndjamena (Chad), Libreville (Gabon)

# Protocol

## FCO global footprint



## Human Resources

>> The Foreign and Commonwealth Office employs approximately 13,200 staff in the UK and in more than 260 Posts overseas. Approximately one-third of these employees are UK-based civil servants (including members of HM Diplomatic Service) and two-thirds are employed locally by our Posts overseas. <<

The table opposite gives the number of FCO employees at each overseas Post/Office in the third quarter of Financial Year 2011-12. Staffing at Posts is kept under constant review so it is not possible to give numbers for future years.

<sup>(1)</sup> 5 or fewer.

*Note: Posts with fewer than 100 staff are rounded up to the nearest 5 and those with 100 or more are rounded up to the nearest 10.*

FCO employees at each overseas Post/Office in the third quarter of Financial Year 2011-12

Country	Post	Staff
Afghanistan	Kabul	180
Afghanistan	Lashkar Gah	35
Albania	Tirana	30
Algeria	Algiers	50
Angola	Luanda	25
Anguilla	Anguilla	<sup>(1)</sup> —
Argentina	Buenos Aires	65
Armenia	Yerevan	20
Ascension Islands	Ascension	<sup>(1)</sup> —
Australia	Brisbane	10
Australia	Canberra	55
Australia	Melbourne	15
Australia	Perth	10
Australia	Sydney	30
Austria	Vienna (embassy)	55
Austria	Vienna (OSCE)	15
Austria	Vienna (UN)	10
Azerbaijan	Baku	45
Bahrain	Bahrain	45
Bangladesh	Dhaka	230
Bangladesh	Sylhet	<sup>(1)</sup> —
Barbados	Bridgetown	40
Belarus	Minsk	20
Belgium	Brussels (embassy)	65

Country	Post	Staff
Belgium	Brussels (NATO)	35
Belgium	Brussels (EU)	130
Belize	Belmopan	30
Bermuda	Hamilton	<sup>(1)</sup> —
Bolivia	La Paz	25
Bosnia and Herzegovina	Sarajevo	35
Bosnia and Herzegovina	Banja Luka	<sup>(1)</sup> —
Botswana	Gaborone	15
Brazil	Brasilia	150
Brazil	Rio de Janeiro	35
Brazil	Sao Paulo	80
British Virgin Islands	Tortola	10
Brunei	Bandar Seri Begawan	25
Bulgaria	Sofia	45
Burma	Rangoon	85
Cambodia	Phnom Penh	25
Cameroon	Yaounde	45
Canada	Montreal	10
Canada	Ottawa	55
Canada	Toronto	25
Canada	Vancouver	20

## Human Resources

## FCO employees at each overseas Post/Office in the third quarter of Financial Year 2011-12

Country	Post	Staff
Canada	Calgary	<sup>(1)</sup> —
Cayman Islands	Grand Cayman	<sup>(1)</sup> —
Chile	Santiago	55
China	Beijing	190
China	Chongqing	35
China	Guangzhou	60
China	Shanghai	60
Colombia	Bogota	80
Costa Rica	San Jose	20
Croatia	Zagreb	30
Cuba	Havana	50
Cyprus	Nicosia	65
Czech Republic	Prague	55
D R Congo	Kinshasa	80
Denmark	Copenhagen	45
Dominica	Santo Domingo	20
Ecuador	Quito	20
Egypt	Alexandria	20
Egypt	Cairo	120
Eritrea	Asmara	15
Estonia	Tallinn	30
Ethiopia	Addis Ababa	150
Falkland Islands	Stanley	<sup>(1)</sup> —
Fiji	Suva	20

Country	Post	Staff
Finland	Helsinki	45
France	Bordeaux	10
France	Lille	15
France	Lyon	15
France	Paris (embassy)	180
France	Paris (OECD)	15
France	Strasbourg (CoE)	10
France	Marseille	<sup>(1)</sup> —
Gambia	Banjul	65
Georgia	Tbilisi	45
Germany	Berlin	110
Germany	Dusseldorf	60
Germany	Munich	25
Ghana	Accra	280
Gibraltar	Gibraltar	20
Greece	Athens	75
Greece	Corfu	<sup>(1)</sup> —
Greece	Heraklion	<sup>(1)</sup> —
Greece	Rhodes	<sup>(1)</sup> —
Greece	Zakynthos	<sup>(1)</sup> —
Guatemala	Guatemala City	25
Guinea	Conakry	10
Guyana	Georgetown	15
Hong Kong SAR	Hong Kong	100

Country	Post	Staff
Hungary	Budapest	55
Iceland	Reykjavik	15
India	Bangalore	20
India	Chennai	55
India	Kolkata	35
India	Mumbai	130
India	New Delhi	380
India	Hyderabad	<sup>(1)</sup> —
Indonesia	Jakarta	90
Iran	Tehran	<sup>(2)</sup> —
Iraq	Baghdad	65
Iraq	Erbil	10
Iraq	Basra	<sup>(1)</sup> —
Ireland	Dublin	45
Israel	Jerusalem	55
Israel	Tel Aviv	65
Italy	Florence	10
Italy	Milan	35
Italy	Naples	10
Italy	Rome	110
Italy	Venice	<sup>(1)</sup> —
Ivory Coast	Abidjan	<sup>(1)</sup> —

<sup>(2)</sup> The Embassy in Tehran was evacuated at the end of November 2011

## FCO employees at each overseas Post/Office in the third quarter of Financial Year 2011-12

Country	Post	Staff
Jamaica	Kingston	60
Japan	Osaka	25
Japan	Tokyo	140
Jordan	Amman	100
Kazakhstan	Almaty	10
Kazakhstan	Astana	30
Kenya	Nairobi	150
Kosova	Pristina	40
Kuwait	Kuwait	70
Latvia	Riga	30
Lebanon	Beirut	75
Liberia	Monrovia	<sup>(1)</sup> —
Libya	Tripoli	30
Lithuania	Vilnius	35
Luxembourg	Luxembourg	10
Macedonia	Skopje	30
Madagascar	Antananarivo	<sup>(1)</sup> —
Malawi	Lilongwe	35
Malaysia	Kuala Lumpur	95
Malta	Valletta	25
Mauritius	Port Louis	20
Mexico	Mexico City	110
Mexico	Guadalajara	<sup>(1)</sup> —
Mexico	Monterrey	<sup>(1)</sup> —

Country	Post	Staff
Moldova	Chisinau	30
Mongolia	Ulaanbaatar	15
Montenegro	Podgorica	10
Morocco	Casablanca	20
Morocco	Rabat	80
Morocco	Tangier	<sup>(1)</sup> —
Mozambique	Maputo	30
Namibia	Windhoek	25
Nepal	Kathmandu	110
Netherlands	Amsterdam	10
Netherlands	The Hague	60
New Zealand	Auckland	10
New Zealand	Wellington	60
Nigeria	Abuja	220
Nigeria	Lagos	250
North Korea	Pyongyang	10
Norway	Oslo	40
Oman	Muscat	60
Pakistan	Islamabad	310
Pakistan	Karachi	80
Panama	Panama City	20
Papua New Guinea	Port Moresby	20
Peru	Lima	45
Phillipines	Manila	60

Country	Post	Staff
Pitcairn Islands	Pitcairn	<sup>(1)</sup> —
Poland	Warsaw	75
Portugal	Lisbon	50
Portugal	Portimao	<sup>(1)</sup> —
Qatar	Doha	30
Romania	Bucharest	55
Russia	Moscow	170
Russia	St Petersburg	25
Russia	Yekaterinburg	15
Rwanda	Kigali	30
Saudi Arabia	Al Khobar	15
Saudi Arabia	Jedda	30
Saudi Arabia	Riyadh	110
Senegal	Dakar	40
Serbia	Belgrade	70
Seychelles	Victoria	15
Sierra Leone	Freetown	200
Singapore	Singapore	90
Slovakia	Bratislava	25
Slovenia	Ljubljana	20
Solomon Islands	Honiara	15
South Africa	Cape Town	40
South Africa	Johannesburg	20
South Africa	Pretoria	160

## FCO employees at each overseas Post/Office in the third quarter of Financial Year 2011-12

Country	Post	Staff
South Korea	Seoul	80
Spain	Alicante	10
Spain	Barcelona	20
Spain	Madrid	110
Spain	Malaga	15
Spain	Bilbao	(1) —
Spain	Ibiza	(1) —
Spain	Las Palmas	(1) —
Spain	Palma	(1) —
Sri Lanka	Colombo	80
St Helena	Jamestown	(1) —
St Helena	Tristan da Cunha	(1) —
St Lucia	Castries	(1) —
Sudan	Khartoum	250
Sudan	Juba	(1) —
Sweden	Stockholm	50
Switzerland	Berne	35
Switzerland	Geneva (consulate general)	10
Switzerland	Geneva (UN)	45
Syria	Damascus	35
Taiwan	Taipei	50
Tajikistan	Dushanbe	40
Tanzania	Dares Salaam	40

Country	Post	Staff
Thailand	Bangkok	130
Trinidad and Tobago	Port of Spain	30
Tunisia	Tunis	55
Turkey	Ankara	120
Turkey	Istanbul	90
Turkmenistan	Ashgabat	10
Turks and Caicos Islands	Grand Turk	10
Uganda	Kampala	60
Ukraine	Kiev	50
United Arab Emirates	Abu Dhabi	80
United Arab Emirates	Dubai	110
Uruguay	Montevideo	20
USA	Atlanta	10
USA	Boston	25
USA	Chicago	30
USA	Houston	25
USA	Los Angeles	35
USA	Miami	15
USA	New York (consulate general)	55
USA	New York (UN)	90
USA	San Francisco	35
USA	Washington	250

Country	Post	Staff
USA	Denver	(1) —
USA	Orlando	(1) —
USA	Plymouth	(1) —
Uzbekistan	Tashkent	30
Vatican	Holy See	10
Venezuela	Caracas	45
Vietnam	Hanoi	40
Vietnam	Ho Chi Minh	25
Yemen	Sana'a	140
Zambia	Lusaka	30
Zimbabwe	Harare	70

## Pay

The total remuneration paid to civil servants in the FCO for 2009-10 was £246,776,125. This includes remuneration of £1,973,734 paid to staff at Wilton Park (an FCO agency) but not staff employed by FCO Services.

The paybill for locally-engaged staff, as published in the FCO resource accounts, for the 2009/10 financial year was £167.7m. This figure includes both the salary and pension costs for approximately 10,500 local staff employed by the FCO overseas.

A large proportion of local staff employed by other government departments are recruited and paid according to the FCO's locally set terms and conditions of service, ensuring equality on emoluments. In 2009 the FCO and the Department for International Development undertook an exercise to ensure local staff pay and benefits for both departments remained in line with each other and with local market conditions.

Until 31 March 2005 there were separate sets of pay scales for UK based staff working in London and overseas and for those in other parts of the UK. Since 1 April 2005 all staff have been on the same pay scale but there is a location allowance of £3,520 for staff working in London.

Pay Grade	Average salary 2005-06	Average salary 2011-12
A1 (AA ⇒)	14,503	16,872
A2 (AO ⇒)	17,769	20,216
B3 (EO ⇒)	21,852	24,720
C4 (HEO ⇒)	26,295	29,211
C5 (SEO ⇒)	32,582	36,542
D6 (G7 ⇒)	42,192	47,176
D7 (G6 ⇒)	50,807	57,804
SMS1	64,308	67,449
SMS2	83,567	90,908
SMS3	109,023	133,441*
SMS4	141,472	N/A

*\*The average salary for SMS3 now includes roles and staff that were formerly SMS4.*

The Foreign & Commonwealth office paid a basic salary of more than £140,000 to the following numbers of staff in each year since 2005/2006:

2005/2006	5	2008/2009	9
2006/2007	7	2009/2010	8
2007/2008	10	2010/2011	8

All payments adhere to central guidance issued by the Cabinet Office and HM Treasury:

(a) Seniority - The FCO does not make additional payments to any staff based on seniority.

(b) Promotion - For staff below the Senior Civil Service (SCS) we plan that promotion between grades within a payband will bring a salary increase of 7.5 per cent or an increase to the higher grade minimum. Promotion to a higher payband will continue to attract a salary increase of 10 per cent or an increase to the higher grade minimum. , as will promotion to or within the SCS

(c) Performance - Staff below the SCS enter the 2-year public sector pay freeze for the period 1 April 2011 to 31 March 2013, so there will be no base pay increases for those earning over £21,000. We will continue to pay Performance Related Pay linked to the annual appraisal process. The amounts paid will range from £720 to £2,990.

Performance Related Pay (PRP) for staff in the SCS follows central guidelines issued annually by the Cabinet Office, following recommendations by the Senior Salaries Review Body. For 1 April 2011 to 31 March 2012 we will pay PRP to the top 25 per cent of performers only. This relates to performance in the period 1 April 2010 to 31 March 2011. The amounts paid will be according to guidance from Cabinet Office.

## Performance Related Pay

A close and effective link between pay and performance is a key element of the pay arrangements for the civil service. FCO arrangements for bonus payments mirror those adopted by other Whitehall Departments. For the senior civil service (SCS), for whom pay is managed by the Cabinet Office and which is based on recommendations by the Senior Salaries Review Body, performance incentives are paid primarily as non-consolidated performance payments.

Non-consolidated, variable, performance related payments help drive continuing high performance as they must be re-earned each year. Performance is measured through the annual appraisal process which is designed specifically to help staff develop their potential and make the fullest contribution towards the achievement of FCO objectives.

The FCO has two types of non consolidated, variable performance pay schemes, both of which are focussed on rewarding high levels of performance. These types of

payment are an integral element of the reward package for staff, have to be re-earned each year and do not add to future pay bill costs (eg pensions):

- > In-year payments are devolved to Directorates to allow them to recognise achievement by their own staff. Nominations are moderated within the Directorate for balance and fairness to all staff.

	Total paid in non-consolidated, variable, performance related pay: main scheme (£)	Total paid in non-consolidated, variable, performance related pay: in year scheme (£)	Paid to Senior Civil Servants	Recipients: main scheme	Recipients: in year scheme	% of total pay bill for UK based staff	Average payment: main scheme	Largest payment: main scheme	Largest payment: in year scheme
2001-02	2,771,800	n/a	Not paid	4,753		n/a	n/a	4,500	n/a
2002-03	3,720,700	306,400	Not paid	5,085		n/a	n/a	15,000	n/a
2003-04	5,181,400	385,700	n/a	n/a		2.3	n/a	12,000	n/a
2004-05	5,325,300	440,500	n/a	5,094		3.0	n/a	13,000	n/a
2005-06	5,589,900	399,200	n/a	4,770	946	3.1	1,083	25,500	2,000
2006-07	7,054,036	517,800	2,201,790	4,838	748	n/a	1,217	17,000	2,000
2007-08	6,333,024	415,128	2,435,100	4,702	952	n/a	1,303	30,000	2,000
2008-09	7,597,836	n/a	n/a	4,478	1,190	2.6	1,553	15,000	2,000
2009-10	6,682,843	437,874	2,346,403	3,877	1,055		1,724	15,000	2,000
2010-11	6,185,854	494,603	1,400,100	3,929	1,120		1,574	13,500	2,000

## Recruitment

The Foreign and Commonwealth Office aims to recruit a talented and diverse workforce that reflects the society we serve and our recruitment policies are designed to encourage applications from the widest possible range of backgrounds. All external recruitment into the Foreign and Commonwealth Office is based on merit, and all campaigns must be fair and open. Since September 2007 we have opened up all of our Senior Management Structure (Senior Civil Service) jobs to candidates from across Whitehall.

In addition, the Foreign and Commonwealth Office's internal promotion and progression schemes are firmly meritocratic, based on objective and consistent criteria against which all candidates are assessed.

The FCO is an equal opportunities employer. Staff are recruited in accordance with the Civil Service Commission Recruitment Code and the Diplomatic Service Order in Council 1991.

The FCO is fully compliant with the government-wide recruitment freeze and is only recruiting in exceptional circumstances, as set out in the policy. In 2010-11, the FCO filled 21 Fast Stream programme and 30 other vacancies for UK based staff through external recruitment campaigns. This represents a vacancy rate of approximately 1.02 per cent.

Our outreach programmes aim to attract talented applicants from diverse backgrounds. From May 2012 the Cabinet Office will begin publishing data on the socio-economic background of entrants to the Senior Civil Service and the Civil Service Fast Stream. This will include Fast Stream applicants who go on to join the Foreign and Commonwealth Office.

From 2010 the Cabinet Office will begin collecting and publishing data on the socio-economic background of entrants to the Senior Civil Service and the Civil Service Fast Stream. This will include Fast Stream applicants who go on to join the FCO.

*The number of permanent and temporary employees the FCO has recruited in the UK is as follows. The figures do not include staff recruited locally to work at Posts overseas and agency staff.*

	Permanent employees recruited into FCO	Temporary employees recruited into FCO
2005-06	137	44
2006-07	266	55
2007-08	94	51
2008-09	180	51

*Data for 2009/10 and 2010/11 not yet released*

The FCO sometimes uses recruitment agencies to attract the widest possible range of talented applicants. For specialist campaigns, agencies are better placed to target applicants with the most relevant skills within that sector - for instance Overseas Security Managers and procurement specialists.. The use of agencies has proven to be more cost-effective than using in-house recruitment resources for those aspects of campaigns, and is common practice throughout government departments.

*The FCO spent the following amounts on recruitment consultants:*

	FCO
2003-04	763,675
2004-05	314,741
2005-06	854,853
2006-07	1,294,359
2007-08	825,318
2008-09	1,115,890
2009-10	n/a
2010-11	286,879

External vacancies arise only when roles are not filled either internally or from across Whitehall and it is difficult to predict these in advance. It is not possible to provide an overall figure for vacancy rates in 2011-12. The FCO expects to take on a similar number of applicants to the Fast Stream programme to last year. The Fast Stream Recruitment Programme is exempt from the government-wide recruitment freeze.

We do not collect information on the educational background of FCO staff. The Cabinet Office publish data on the socio-economic background of entrants to the Senior Civil Service and the Civil Service Fast Stream. This will include Fast Stream applicants who go on to join the Foreign and Commonwealth Office.

### Diversity

The FCO collects information about its staff in a number of different ways, which means that the level of detail available about various groups of staff varies. The following applies to all FCO staff, including Heads of Mission:

(a) ethnic minority background: Information about ethnicity is recorded by staff themselves on the FCO's management information system, and in the annual staff survey. But since disclosure is optional in both cases, the available information is incomplete.

(b) gender: Information on the gender of the FCO's c. 4,500 UK-based staff is recorded centrally. The gender breakdown among these staff is approximately 60 per cent male and 40 per cent female.

(c) sexual orientation: The FCO began to collect data about the sexual orientation of staff in 2011, by giving staff the opportunity to record their orientation on the FCO's management information system. The proportion of staff who have done this has not yet reached a level which allows reliable analysis.

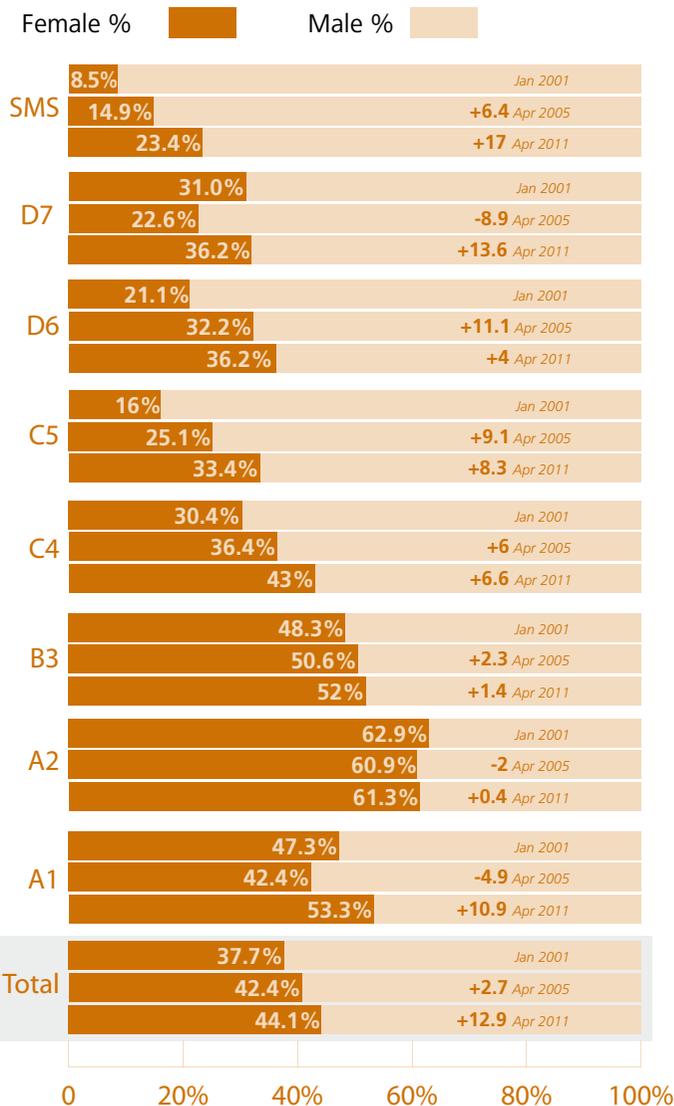
(d) socio-economic background: We do not collect information on the socio-economic background of staff.

### Number of disabled people

The HR Directorate of the Foreign and Commonwealth Office provides support for disabled staff.

As of 4 September 2011, 264 members of staff have disclosed a disability and those that require them have been provided with reasonable adjustments.

### Gender split by Grade



## Interns

The Foreign and Commonwealth Office has offered a range of work experience and internship opportunities in recent years. These schemes have helped us to encourage a wider range of talented applicants to consider a future career with us, and also to offer the young people involved beneficial career experience. This included female students, those from an ethnic minority background or those who are in receipt of a full maintenance grant. The FCO has also taken part in other internship schemes. In 2009/10, the FCO took on 30 graduate interns as part of the Graduate Talent Pool Programme which was used to fill gaps at Band A. This scheme was open to unemployed graduates from any background. The FCO also offered specialist subject work experience to students from all backgrounds in subjects such as economics, in the legal library and in communications.

The FCO reviews our participation in these schemes each year.

In 2011, the Foreign and Commonwealth Office engaged 52 interns through FCO / wider Whitehall wide internship schemes as follows:

- > Partner University Placement Scheme (33) - PUPS is a work-experience and training programme run by the Foreign & Commonwealth Office that placed twenty undergraduates for a four week period over the summer. In 2011, PUPS focused on female graduates who had an interest in applying to the FCO Fast Stream. The remaining 13 PUPS were returning interns from the 2010 scheme. The FCO's Partner Universities Placement Scheme has offered high-calibre undergraduates from low income

backgrounds training placements at the FCO every summer since 2008. We continue to invest in that scheme.

- > Cabinet Office Summer Placement Scheme (9) - a government-wide diversity outreach programme. The FCO took on five interns from a low socio-economic background and four from an ethnic minority background for a period of 6-9 weeks
- > Economic Sandwich Placement Scheme and Economist Interns (7)
- > Whitehall Internship Programme on Diversity (3) – A new cross Whitehall internship scheme for 16-18 year old students from under represented groups

The interns worked in various roles spread across the office's 3,000 strong London workforce. All the interns were paid a salary.

## Redundancies and staff leaving

The FCO plans to reduce its workforce over the next four years in line with our settlement in the Comprehensive Spending Review. This has not required any spending on compulsory redundancies which we hope to avoid through careful workforce planning and voluntary exit rounds.

The FCO will only consider making redundancies when its requirements for members of staff to carry out work of a particular kind or at a particular location have reduced, ceased or are expected to do so. None of the non-departmental public bodies for which we are responsible have made compulsory redundancies. Since April 2010 We have made payments equivalent to statutory redundancy to two non-permanent members of staff who were appointed on fixed term contracts and were entitled

to a redundancy payment following expiry of their fixed terms. The cost to the public purse of these payments was £2,850.

The FCO offered the following numbers of staff early retirement on Compulsory Early Retirement (CER) or Flexible Early Retirement (FER) terms. CER and FER are the only schemes which allow for an enhancement of service. The Civil Service Pensions Website has descriptions of the various terms currently on offer under the Civil Service Compensation Scheme (CSCS). The costs below are based on financial years.

- > 2010/2011 : 95 staff left under Flexible or Compulsory Early Retirement terms (FER/CER). 13 left under a voluntary exit scheme run under the new Civil Service Compensation Scheme (CSCS). The total cost to The FCO was £13,170,378. This includes a sum of £819,928 which went to buying out the actuarial reduction of the pension for the seven staff who chose this option under the CSCS. 23 left under Approved Early Retirement (AER) terms with a total cost of £2,128,806.
- > 2009/2010: 111 staff left under FER/CER terms, the total cost to the FCO was £12,407,375. 10 left under AER terms with a total cost of £1,748,774.
- > 2008/2009: 79 left under FER/CER terms, the total cost was £10,986,999.
- > 2007/2008: 103 left under FER/CER terms, the total cost to the FCO was £18,918,138. 17 left under AER terms and the total cost was £777,707.
- > 2006/2007: 84 left under FER/CER terms, the total cost to the FCO was £11,269,250. 3 left under AER terms and the total cost was £489,251.

FCO Services:-	
2008-09	1 CER
2009-10	Nil
2010-11	Nil

Wilton Park:-	
2008-09	Nil
2009-10	Nil
2010-11	4 FER

The Foreign and Commonwealth Office and our agencies only offer early departure schemes where they will help to address staffing issues within the organisation which have been identified by our Strategic Workforce Plan. Applications are assessed against a number of criteria including business need and value for money. All packages which are agreed are calculated and paid in strict accordance with the rules of the CSCS.

In financial year 2010/11, the FCO spent a total of £26,325 on outplacement agency fees for displaced and redundant staff. This includes outplacement support and the running of Career Transition Workshops.

### Allowances

FCO staff may be eligible for certain allowances depending upon where they are posted to work; in the United Kingdom or in a mission overseas. The following figures represent the total amount paid in financial year 2009-10. Figures prior to 2009-10 are not available.

### Overseas

Diplomatic service staff have a global mobility obligation, and will typically spend over half of their careers outside of the UK, moving country every two to three years. The Foreign and Commonwealth Office pays overseas allowances to compensate for the extra costs incurred through moving frequently and living overseas, the diplomatic service compensation allowance (DSCA).

The total for DSCA amount paid in 2009-10 was £23,263,035. In 2010-11, it was £20,091,499.

### DSCA (diplomatic service allowance):

DSCA is paid to compensate staff for the range of additional costs that result from the career-long disruption caused by frequent changes of location, and any indirect representational expenses. This can include the inability to buy or sell property when conditions are most favourable, costs associated with purchasing vehicles suited to local conditions, the costs of maintaining contact with family and friends, including the cost of transport and accommodation on visits to the UK and costs not covered elsewhere, arising from making provision for children (such as arrangements for children at boarding school during half terms etc and provision for older dependent children in the UK who would normally live in the family home.

DSCA (hardship) is paid to compensate staff for the additional costs of maintaining quality of life at hardship posts. Examples include the cost of:

- > taking additional rest breaks from the country
- > security and the need for specialist four wheel drive vehicles
- > extra maintenance of vehicles where driving conditions/servicing are poor
- > preventative health measures and medicines.

Each post has an individual score in relation to hardship. Many posts do not reach the qualifying level and therefore people in them do not receive an allowance. Other posts do and for these the rate at which DSCA (hardship) is set depends on their individual score.

DSCA (spouse or partner pension compensation): there is a small contribution towards a pension for spouses who have lost their state pension entitlement through accompanying their spouse overseas for many years.

### OLA (Overseas Location Allowance)

Overseas location allowance (OLA) was a small additional hardship payment awarded to staff at some of the most difficult posts. OLA has now been abolished as a result of the 2009-10 review of FCO allowances. The amount paid in 2009-10 (the last year for which it was paid) was £1,366,466.

Cost of living allowances (CoLA) compensate for the additional costs of maintaining UK living standards while staff are overseas. The amount paid in 2009-10 was £20,853,196. In 2010-11, it was £21,551,890.

In countries where the cost of living is less expensive than in the UK, CoLA might be set at zero. CoLA may fall as well as rise depending on a number of factors. Rates of CoLA vary between countries and can go up or down during a posting. CoLA is based on data gathered by a private company, Employment Conditions Abroad (ECA). ECA supplies data on expatriate terms and conditions to a wide range of international companies, governments and organisations. Their data are based on information sent in by their members, i.e. expatriates employed by the companies who are part of the network, and are then checked against independent sources such as international surveys. ECA provides an objective and logical means of assessing CoLA requirements.

## Education allowances

Children's education should not be disadvantaged by the fact that their parents are in the Diplomatic Service.

It is a condition of their employment that members of the Diplomatic Service must be prepared to serve anywhere in the world at any time during their career, sometimes at very short notice. Those with children have a legal obligation as parents to ensure that their children receive a full-time education from the age of five years. Members of the Diplomatic Service pay UK tax wherever they work and are entitled to have their children educated at public expense. Most parents prefer to take their children with them on posting, but in some countries we do not permit staff to take their children either for health or security reasons. In others, local schools of an acceptable standard are not available.

Continuity of education is also an important factor, particularly at secondary level. More than half the children for whom Continuity of Education Allowance is paid are of secondary school age.

The FCO helps staff with the mobility requirement to meet their potentially conflicting obligations by providing financial support for their children's education in the UK where staff choose this, or are obliged to do so given local conditions in the country to which they are posted. We expect children who accompany their parents on postings overseas to use free state schooling if it is available locally and suitable. If suitable English-language schooling is not available free of charge locally, but is available at fee-charging schools, we refund fees to enable children to receive the education they would be entitled to in the UK. This provision applies to all our

diverse DS staff posted overseas, including junior support staff and single parents.

The FCO refunds standard term fees up to a ceiling which is reviewed annually. Staff choosing a more expensive school must pay the difference in cost themselves. The maximum amount the FCO will pay is determined by an independent survey conducted by ECA International, which is used by public and private sector employers whose staff work across the world. Various factors, including availability of places (sometimes at short notice) and proximity of other family members, influence which schools staff choose for their children. The ceiling figure for a Senior Boarder for the academic year 2010/11 was £8,236 per term.

Over the last 5 years the department has paid for between 1500 and 2000 children of British diplomats to receive the education to which they are entitled, either in the UK or at local schools overseas.

During the academic year 2009-10, 339 officers received Continuity of Education Allowance for 521 children. This represents about 6% of staff employed in the FCO and FCO Services (a trading fund for which the FCO is responsible). The average sum paid by the FCO per child in 2009/10 was £17,342. The median figure was £17,008. The total costs relating to staff currently serving in the UK was £7,487,435, while that for staff currently working at Posts overseas was £ 5,843,415. Three-quarters of the recipients are below the senior management grade in the FCO (equivalent to the SCS), including junior support staff and single parents.

Expenditure on education in the UK has decreased in real terms as fewer families now choose boarding school but costs of schools overseas have increased as sterling has weakened. The costs are as follows:-

### *Education in the UK*

2005-06	£9,361,407
2006-07	£9,242,316
2007-08	£8,951,104
2008-09	£9,381,705
2009-10	£9,399,215

### *Education at Local schools Overseas*

2005-06	£6,696,235
2006-07	£7,160,449
2007-08	£7,157,772
2008-09	£8,622,749
2009-10	£11,535,667

The figures include the cost of low to moderate special needs support where required. This provision is benchmarked against the provision at School Action and School Action Plus in the state school sector. The figures do not include the cost of the education provided by the FCO for one child with severe learning difficulties.

We cannot provide details of payments made in connection with specific schools. This is necessary to avoid disclosures that could identify individual members of staff and their families.

## Trade unions

The FCO does not make any payments to trade unions in the UK. Members of staff who belong to any trade union pay their own subscriptions which are either deducted from their salaries and paid to the relevant union or paid directly by the staff in the form of direct debits.

Prospect, the Diplomatic Service Association (the Diplomatic Service section of the FDA) and Public and Commercial Services Union are recognised by the FCO. The FCO currently funds 8.5 full time positions for union representatives. Some of these represent Wilton Park which has no representatives of its own.

The FCO provides office facilities to its union representatives and meets day-to-day running costs.

The FCO also allows up to 25 days time off for staff elected to the branch executive committees of their unions to engage in union activities. Actual time taken is not recorded centrally and is at the discretion of line management. As of September 2010, we had 38 volunteer members of staff who were branch committee members.

The amount of trade union facility time allowed in the FCO is in compliance with the Trade Union and Labour Relations (Consolidation) Act 1992 and the Advisory, Conciliation and Arbitration Service (ACAS) code of practice 'Time off for trade union duties and activities'.

## Volunteering and payroll giving by FCO staff

The FCO has a strong tradition of voluntary work, ranging from individuals getting involved with their local communities to whole departments undertaking voluntary activities in the UK and throughout our overseas network. The amount of time given varies according to the nature of the activity, but all employees are offered up to five days special paid leave a year to volunteer. Examples of some of the voluntary activity undertaken by individual members of staff granted special paid leave are:

- > Youth Educator, Envision Project
- > Participation in reintegration project for young ex convicts
- > Facilitation of Royal Commonwealth Society Commonwealth Youth Summits
- > Event promotion for Croydon Community Against Trafficking
- > Counsellors for the Samaritans
- > Fundraising for the Civil Service Benevolent Fund
- > Work as Forces Reservists

Additional special paid leave may also be granted for certain public service volunteering such as School Governor work

Our Special Unpaid Leave policy (SUPL) allows staff, among other things, to work outside the FCO, for example with a non-governmental or charitable organisation for a period of up to five years.

The FCO has a policy in place where staff can contribute to their chosen charity via a Give as You Earn/Payroll Giving scheme. Each year the FCO provides several

reminders to staff how effective contributions via their payroll in either regular or single donations can be, especially for higher rate taxpayers. There are currently over 300 employees in the FCO who have signed up to payroll giving, with around 21 charities represented, including the National Society for the Prevention of Cruelty to Children, Royal Society for the Prevention of Cruelty to Animals, Cancer Research, Help for Heroes and the UN Children's Fund. In Financial Year 2009-10 FCO staff donated over £100,000.

## Languages spoken by UK based staff

Based on our 2010 central HR database records, the approximate proportions of UK-based staff with language skills registered are:

French	52%
German	29%
Spanish	18%
Portuguese	4%
Russian	6%
Arabic	4%
Mandarin	3%

Hindi	1%
Punjabi	Less than 1%
Sindhi	Less than 1%
Japanese	3%

This does not include all languages spoken by FCO staff.

We are creating extra speaker slots in the FCO Network in line with foreign policy priorities, including in the Middle East, China, and Latin America. We will invest in additional full time language training for officers appointed to these positions.

## Training courses

The Human Resources Directorate of the FCO spent approximately £8.86 million on training in Financial Year 20/11. This was broken down as follows:

Language training	£3.0 million
Overseas Training Network	£2.62 million
UK Training	£2.6 million
Coaching and mentoring	£0.44 million
e-learning	£0.2 million

A number of other directorates within the FCO run specialist training courses for their area of activity. Expenditure on this type of training is not recorded centrally.

In 2010/11 The HR Directorate sourced almost all of its training in the UK from external suppliers. In most cases they were contracted to facilitate courses for which the FCO holds the intellectual property rights. However there was some external training that was provided by companies using their own products. The two main suppliers that fall into this category are the Open University and RADA.

RADA's contract expired at the end of FY 2010/11 and was not renewed. The FCO is also winding up its current involvement with the Open University. There were no new starts for MBAs in FY2010/11 and all existing students are scheduled to complete their MBAs during FY 2012/13. In FY 10/11 there were 115 staff studying for a qualification with the Open University.

## Personal injury claims

Spend on damages, claimant costs and defendant costs in respect of civil claims, in which the claimant was successful or the Department settled

The FCO recognises the successful management of Health and Safety to be an essential part of corporate risk management, a key management objective and an integral part of its business performance, and takes all necessary steps to ensure that all legal, moral and economic obligations so far as is reasonably practicable are met.

Our figures show that the FCO paid the following amounts for

### (a) damages

2010/11	£424,032
2009/10	£212,900
2008/09	Not available

### and (b) claimant costs

2010/11	£523,620
2009/10	£258,110
2008/09	Not available

We do not keep records of defendant costs in respect of all civil claims brought against the department in which the claimant was successful or the Department settled.

The figures above are for claims on civil damages and do not include employment tribunals.

## Disciplinary proceedings

The Foreign and Commonwealth Office has detailed guidance on our misconduct procedures which is accessible to all staff (FCO Guidance, HR Volume 1, Chapter 22). They apply to all UK-based officers working for the FCO but not staff on interchange to the FCO. A Conduct Adviser in the Human Resources Directorate advises officers and their managers on how to implement the misconduct procedures and ensures best practice across the office. Additionally, our posts overseas have specific misconduct procedures in place, based on local law, which are applicable to locally-engaged staff.

The number of UK based FCO officials who have been subject to disciplinary action in each year since 1997 where the allegation was substantiated are as follows. The figures are per calendar year. Records for locally engaged officials are not held centrally.

### Number of officials subject to disciplinary action

1997	37	2002	7	2007	18
1998	28	2003	27	2008	31
1999	20	2004	5	2009	33
2000	8	2005	16	2010	29
2001	15	2006	25	2011	18*

\*up to 29/09/11

In total 25 members of FCO staff have been dismissed since 1997 (to 29/09/11). We do not provide annual breakdowns of these figures for reasons of confidentiality.

### Staff on secondment

This table shows the staff that have come into the FCO on loan from outside the civil service.

From	To	Secondments
01/01/2006	31/12/2006	1
01/01/2007	31/12/2007	0
01/01/2008	31/12/2008	4
01/01/2009	31/12/2009	2
01/01/2010	31/12/2010	1
01/01/2011	31/08/2011	1

This table shows the staff that have come into the FCO on loan from other civil service bodies or NDPBs.

Year	Quarter	Interchange
2007	Q1	13
	Q2	15
	Q3	20
	Q4	20
2008	Q1	22
	Q2	22
	Q3	32
	Q4	29
2009	Q1	27
	Q2	27
	Q3	59
	Q4	20
2010	Q1	36
	Q2	22
	Q3	26
	Q4	22
2011	Q1	30
	Q2	22

### Cycle to work scheme

The Foreign and Commonwealth Office has approximately 70 UK based employees participating in the Cycle to Work scheme.



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