



**Defence
Infrastructure
Organisation**

Your Service Family Accommodation

End of year progress report FY 2013/14

DIO Service Delivery Accommodation (DIO SD Accn) continues to strive to make real progress in the provision of housing services for Service personnel and their families.

Whilst there is always much more to do, in 2013/14 we . . .

Built 18 and purchased 703 new Service homes



Upgraded 650 properties



Made a further 5,090 improvements, including 1,063 tackling mould



Introduced a survey, which established that 71% of our customers are satisfied with the overall service provided



Introduced patch management and our enhanced Move In standard



Exceeded our allocations service levels during a period of intense change



Improved our online application system



Improving services



By listening to our customer's views, we constantly strive to maintain and improve the services we offer. As well as our monthly customer survey, we hold regular meetings with the single Services and Families Federations to understand your opinions and concerns.

We sought the views of customers, stakeholders and DIO staff to understand where we could introduce improvements, introducing a Service Delivery Improvement Plan in 2013/14. Our aim is to build on these initiatives with the introduction of a new housing contract (National Housing Prime) in late 2014.

Enhanced Move In standard

We have invested in making minor improvements, such as replacing chipped kitchen work surfaces, to enhance the Move in experience and living in SFA.

Improved online application system (e-1132)

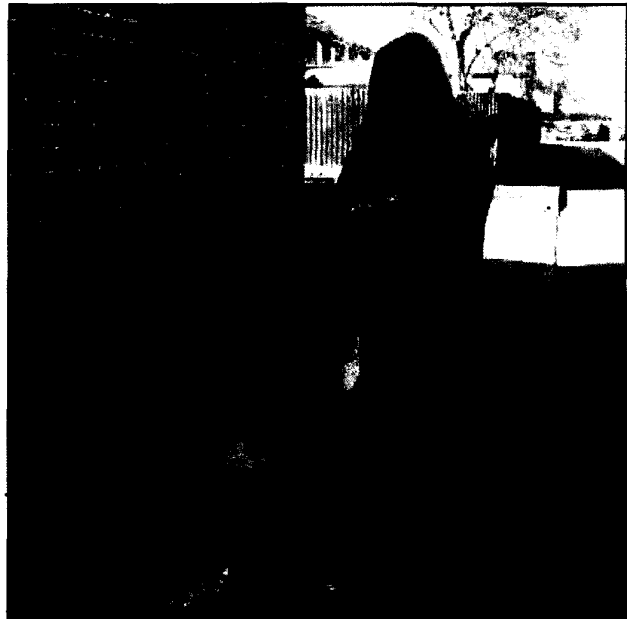
We have increased the likelihood that you will be offered one of your three preferences, as well as further improving the efficiency of the allocations process for families.

Patch Management

Housing Officers now have time set aside in their diaries to manage their patches, and champion issues for the benefit of Service families.

Mould Action Plan

Over 1,000 properties in 19 targeted locations have now benefited from work – including where appropriate: extractor fans; new doors and windows; re roofing, external wall insulation, and cladding replacement.



Introduced a customer survey

Surveying 200 randomly selected customers per month, conducted by a professional market research company – and in confidence. We are using the information collected to help us understand where we are doing things right, and the things that we need to focus on to improve our performance and services.

Improving homes



Any home, whether a Service property or a private home, needs regular checks and ongoing maintenance. Our improvement programmes have delivered real benefits for Service families, and we continue to seek further improvement through available funding.

In 2013/14 we completed the following improvements:

Upgrades

650

Including multiple improvements where appropriate, such as: new kitchens; bathrooms; walls; flooring; wiring; heating systems; roofing; ventilation; windows; doors; landscaping/fencing; cladding; and insulation.

New kitchens

1,202

New bathrooms

938

New central heating/boilers

1,427

Double glazing and new doors

460

Mould action Plan

1,063



5,740 improvements

Allocating effectively



The Housing Allocations Service Centre (HASC) was created to improve efficiency, transparency and consistency. Combined with an improved online application system, a relatively small group of staff manage thousands of calls and applications per year.

Around 99% of applications are now made online, allowing customers to view and express a preference for available properties that match their entitlement; and enabling HASC staff to provide the best possible service. In fact, some offers are even made with 24 hours of application.

Total calls received

175,635

Total calls answered

170,578

Calls answered as a % of calls received

over 95%

Average call answer time

44 seconds

Total allocations made

13,119

Offer made within 15 working days or less

91%



Whilst DIO staff will give as much support as they can for people who have lost their entitlement to SFA, Service homes have to be available for entitled Service personnel. Nonetheless, the HASC initiated the following action to obtain possession of SFA:

Discharge/Retirement/
Redundancy

734 cases

Estrangement

210 cases

Listening



We introduced a monthly customer survey in June 2013, to understand your opinions to help us improve our services. Around 200 customers are interviewed per month by telephone. This is the first ever regular survey of SFA customers, with over 2,000 conducted so far.

Our monthly survey has established trends and identified areas for us to focus on improving. We introduced further questions to better understand your issues, so we can act more effectively on your feedback. We also increased engagement with our maintenance contractors to seek further improvements.

Overall service provided
71% satisfied

Quality of home
75% satisfied

SFA estate as a place to live
88% satisfied

Upkeep of communal areas
75% satisfied

Rules that govern entitlement
84% satisfied

Value for money daily
occupancy charges provide
87% satisfied

Way the Move In was dealt
with
81% satisfied

Way the Move Out was dealt
with
85% satisfied

DIO listens to views and acts
on them
55% satisfied

Repairs and maintenance
61% satisfied

Maintaining



SFA customers benefit from a free to use comprehensive maintenance service, on call 24 hours a day for emergencies through a free phone number, and with clear response times. In addition, properties are prepared for occupation and benefit from safety checks.

As our surveys reveal there is always more to do, but progress continues to be made in the provision of maintenance services in advance of the introduction of the National Housing Prime contract in late 2014. In England and Wales, our contractor MODern Housing Solutions (MHS) achieved the following:

% Emergency response jobs completed by required date
99.73%

% Urgent response jobs completed by required date
95.52%

% Routine response jobs completed by required date
97.99%

% response jobs completed with a fix time fix
91.06%



Helpdesk calls handled
624,662

Average time to answer a call
31 seconds

Response orders
254,934

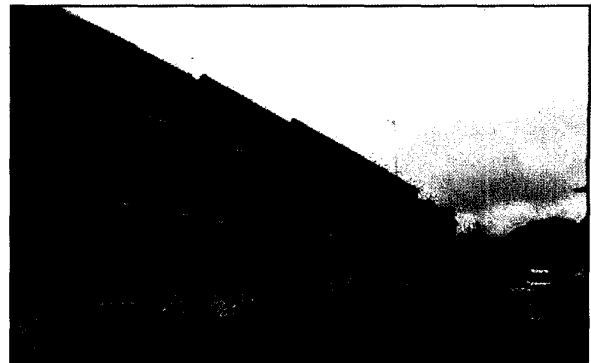
Pre Planned Maintenance orders (e.g. safety checks)
69,770

Investing



We have invested available funding to purchase new properties, or fund building, in areas of high demand or to support future demand, such as rebasing. Our aim has been to procure good quality homes that meet the needs of modern families, as well as investing in our existing housing stock.

New properties purchased
703



New properties built
18



YEAR END POSITION			
Standard for condition as at 31/03/14			
S1FC	S2FC	S3FC*	S4FC*
24,800	22,500	200	20
50 %	46 %	0.4 %	0.04 %
Not recorded – 1,900 (3.8%)			

* no longer allocated

It all adds up

Since FY 2010/2011 there have been over 27,000 improvements made to Service homes, and our aim is to keep making further improvements for the benefit of Service families.

www.gov.uk/dio/sfa