



**Ministry
of Defence**

05.04.08.16

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Jun 14

MINUTES OF THE 5th MEETING OF THE ACCOMMODATION DELIVERY FORUM (ADF) HELD IN MAIN BUILDING ON 12 JUN 14

Present:	Dr Heather McNaughton	Pers Trg-SVW Hd	Chair
	Brig Martin Boswell	DIO SD Accn Hd	
		Air DACOS CSp	
		JFC-Infra Hd	
		Army PersSvcs PS4	
		Sp Comd-HQ Pers SO1	
		Navy Pers PFCS Accom SO2	
		Naval Families Federation	
		Chair Army Families Federation	
		Army Families Federation	
		Chair RAF Families Federation	
		DIO SD Accn DHD	
		CarillionAmey MD	
		DIO NGEN-PD1d	
		Pers Trg SVW-Accom NEM DHd	
		Pers Trg-SVW-Accom Pol 1	Secretary
Apologies:		DIO NGEN-PM	
		DIO SD OS-PJOBS2 Perf AH	

<p><u>Item 1 – Introduction</u></p> <p>1. The Chair welcomed members to the 5th meeting of the Accommodation Delivery Forum. DIO SD Accn Hd introduced his successor, Gp Capt [REDACTED] (currently Air DACOS CSp) and stated that they would be undertaking a period of handover in the coming weeks.</p> <p><u>Item 2 – Record of the last meeting</u></p> <p>2. The minutes of the last meeting were agreed as accurate.</p> <p><u>Item 3 – Policy Update</u></p> <p>3. The Secretary reported that FHtB policy had been introduced into JSP464. She stated that over 500 applications had been made in the first week of the scheme launch on 1 Apr 14. 1,800 applications had been received by May 14, of which</p>	
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1,500 had completed Stage 1 (form accurately completed on JPA and eligibility checked). 900 had been converted into full paper claims. A total of £1.2M had already been paid out for fully processed applications.

4. The Army FF reported that some mortgage lenders had not heard of the scheme and undertook to collate the evidence and send into the NEM mailbox.

5. The Sec also reported that following the now well known Employment Tribunal case, that policy had changed to make it explicit that should SP discover any areas of discrimination within JSP464, that they must raise the issue through their Chain of Command to their respective sS Housing Col, who in turn, must raise the matter with Hd SWW. A review of JSP464 was being undertaken to ensure that the policy was free from discrimination.

6. On behalf of DIO SD OS-PJOBS2 Perf AH, she reported that Irregular Occupants (IO) overseas were charged a market rent if they occupied Federal properties, but a passing rent (the actual rent paid by MOD to the landlord) where they occupied SSFA equivalent.

7. DIO SD Accn DHD stated that entitled rates were openly available and widely published (on JPA and the intranet), and non entitled rates were based on DCLG published figures and were case dependent.

Item 4 – DIO SD Accn Update

8. DIO SD Accn Hd stated that the Strategic Business Partner (SBP) was being briefed on the business of the DIO. These briefings would be complemented by visits in the coming months for them to gain a better understanding of that business. The SBP would effectively take over the running of DIO from 1 Sept, and would have full responsibility for its budget, albeit a much smaller one. The CEO designate had outlined how the organisation would be improved. His areas of concern included the MOD approvals process; genuine stakeholder buy-in and holding to the timelines given to achieve savings; targets which the SBP were keen to ensure were delivered. In the lead up to the SBP take-over, the focus for DIO remained with customers and improving KPIs/survey results; preparing to 'on-board' the SBP and support them in the period to 1 Sept; and, continued support and investment in their own people.

9. On the **DIO SD End of Year progress report 2013/14** (a link to which is below) he reported on the main highlights with regards to DIO efforts to improve the service provided to SP and their family, the home improvements and general investment in new properties. He was disappointed that the results of the independent survey showed that only 55% of those surveyed thought that "DIO listened to their views and acted on them". The upgrade improvements of new kitchens and bathrooms, for example, had been the result of listening to the Families Federations and DIO was continuing to roll-out the enhanced Move-In standard.

<http://diointranet.dio.r.mil.uk/Organisation/Directorates/Housing/documents/Forms%20and%20publications/20140501-SFA%20End%20of%20year%20progress%20report.pdf>

10. The FF explained that this was possibly due to the fact that the upgrades were occurring whilst families were in situ and was likely to be perceived as a nuisance/inconvenience, resulting in low satisfaction scores. With time, new occupants would reap the benefits, which should eventually result in satisfaction levels moving in an upward direction.

Issues

Accn Hd reported that IBM was rebuilding the SLA MIS system.

AFF

conclusion of the requirement review. Between now and Sep 14, a number of testing would take place (adjacent functionality, performance improvements, data quality improvements, comprehensive User Acceptance Testing to fully ensure User confidence in the system). Deployment programme would be in 3 releases between Oct 14 and Jul 15 – IBM Platform improvements were expected to go live and further functionality delivered as roll-out progressed.

Item 6 – CarillionAmey Update (slides attached)

12. CarillionAmey MD presented on their performance KPIs. Overall customer satisfaction was down on 'Urgent' response repairs for the Eastern region due to the clearance of backlog orders, but all other areas were good. The number of 'Red carded' properties was declining, reflecting the improvements made with access to properties. DIO SD Accn Hd confirmed that the legal position has been secured on forced entry as an option open to them. There was a requirement to now publish the DIO process for this. DIO SD Accn DHD undertook to action.

13. Move-Ins and take back performance dipped slightly, although preparation had already begun with regards to the summer surge. Due to the fact that some units were now not moving (and on which they were sighted) the surge was unlikely to be as intense as first predicted. Issues remained with customer satisfaction for the South East which was recognised as resource related, but was also due to the fact that they were still catching up with storm damage related repairs.

14. Customer complaints continued to fall. Although the South East struggled to keep pace with the rest of the country, it was improving. Missed appts and customer expectation were causes which generated the most complaints. The Net Customer Satisfaction Score for projects (building works) was falling steady since it peaked in Jan 14. Communication continued to be the biggest area of concern for customers.

15. FF reported being aware of cases where families had been left without running water/flushing toilet. They were also aware of works taking longer than planned to complete, simply because the dedicated number of workmen who had started on the job were reassigned elsewhere. Although this was unusual, CarillionAmey MD requested that such instances be reported to him. The FF felt that thought should be given to whether such works could be undertaken as part of void preparation, and emphasised that communication was key as worked progressed.

Item 7 – National Housing Prime (NHP) Update

16. DIO SD Accn Hd reported that the National Housing Prime was on contract and all options for outsourcing had been accepted. He provided members with a short guide (attached) which summarised the main elements of the new contract, including its scope and key aspects. A stakeholder engagement meeting took place in May and road shows were being undertaken to inform DIO staff of what it meant for them. From a DIO Operating Model perspective, it would result in significant changes as it would entail less DIO contact with the customer on the ground. The contract was written so that such interaction would be directly with the contractor. Training for DIO staff on what it all meant was being delivered at 3 tiers, with all staff being required to attend Tier 1 training; Tier 2 (3 day course) was compulsory for all staff working in accommodation related business. This was being delivered by the NGEC team and the course had been successfully rolled-out across England and Wales, with Scotland and Northern Ireland (S&NI) to follow. CarillionAmey (CA) had been contracted to deliver the Tier 3 training at the coalface to explain, in detail, how each of the activities would work in practice. Mobilisation was progressing. ISD of 1 Nov had been agreed for S&NI and 1 Dec for the remaining

DIO SD Accn
DHD

parts of the UK.

17. Branding of 'CarillionAmey/Delivering Defence Housing Solution' would be decided at Ministerial level, having agreed the appearance ('CarillionAmey' in bold/frontal, with 'Delivering Defence Housing Solution' in the background) with key stakeholders sometime ago. CA staffs were already positioned in the HASC to better understand the business, and the contractor was in discussion with DIO staff on possible retention until the CA Helpdesk (Speke) was fully established. It would consist of some 60 staff (including managers).

18. The FF reported recent issues with the HASC where it had taken over 18 minutes for them to answer the phone. Also, it would appear that agency staffs were giving incorrect policy information to families. Such instances were being reported to DIO SD Accn DHD.

Item 8 – User Update

19. The Navy HC rep reported that their focus was increasingly on SLA and getting units to set their requirements. She had identified issues with 'Patch' management as a tour around some Naval bases suggested that routine maintenance was not being undertaken (guttering, for example). There was also evidence that void properties, through estrangements, had not been taken back by the DIO, which could be resulting in substitute accommodation. DIO SD Accn Hd stated that check sheets should be completed by 'Patch' managers as they 'walked' the patch, noting areas requiring works and the type of work required. Taking back such void properties was part of the course.

20. The Naval FF stated that housing casework continued to dominate and entitlement from a 21st century family perspective, was on the increase. Ensuring that all damp and mould issues were resolved before the next winter was key for them. On OT and adaption, DIO SD Accn Hd confirmed that a clear, published process existed for adaption which DIO staff should be following, but noted that there may be need for further internal comms on this.

21. The Army HC rep stated that Army Rebasing was their focus, and listed the locations and numbers of additional SFA required to accommodate SP and their families in relation to the rebasing programme. For them, the biggest risk was with allocations and how the HASC would manage all the movements. There was recognition that it was about doing what was best for SP and their family; this had to be at the forefront of every decision. It was also important for the Army for others to understand that Army Rebasing was being carefully managed, and to detail, with close engagement with the DIO on all the relevant aspects. DIO SD Accn Hd reported that they were clear on the Army Rebasing requirements (including hotspots such as Aldershot), a requirement that was now not expected to change, without resulting in significant additional costs.

22. Army FF expressed concerns with families with Early Mover Status and whether there would be sufficient SFA available for this to be granted. Army HC rep confirmed that they were alive to the issue, although there was an element of individual responsibility. They were nevertheless engaged with the Rem Team in CDP's area on it, and all cases should be directed to PS10.

23. He further reported that there had been a review of the Guards Condo and early indications were that it was broadly fit for purpose, but Sp Comd had been tasked to look at the policy to determine whether it resulted in the most efficient use of SFA. Adjustments may be required to ensure that voids were minimised.

24. Army FF stated that there remained an issue with allocation with regard to preference and choice, but recognised that there was a requirement to reduce voids. It was noted that it was no more than a preference system. While it was considered

the HASC to allocate one of the three preferences in most cases, this wasn't possible in every case.

25. The RAF HC reported on the continued preoccupation with NEM/CAAS and CAAS transition, with the general concern being what it would mean for SP and how would they be affected. Early communication, once decisions had been made, would therefore be useful to stem the rumour mill. He raised the progress of the internal review of the complaints process. The Sec reported that it remained on-going as staff effort had been redirected to the Employment Tribunal case as a priority. She confirmed that the draft report, once it was agreed internally, would be circulated to the sS Housing Cols and the DIO for comments before any formal publication.

26. The RAFFF reported that accommodation made up 50% of their casework, although this was reducing. RAF families were aware of NHP, NEM and awaited details with a mixture of anticipation and uncertainty. They were alive to the impending change on the horizon. DIO SD Accn Hd stated that they were working with DMC on an accommodation narrative to push out further information on this front. The paper was currently with the Minister's office, although he was unclear as to when it would be published.

27. JFC reported that the accommodation shortfall in the Midlands was being taken forward by the DIO following a recent JFC's statement of need submission.

Item 9 – Other matters outstanding

28. There were no matters outstanding.

Item 10 – Any other business

Valedictory

29. The Chair thanked DIO SD Accn Hd, Navy Pers PFCS Accom SO2 and the Secretary, who were all in attendance for the last time, for their contributions to the Forum and wished them well for the future; a sentiment echoed by members.

Item 11– Date of the next meeting

30. The next meeting will take place on **Thursday 13 Nov 2014 at 10.45**. Venue will be confirmed in due course.

Prepared by:
{Signed on Original}

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ADF Sec
Military Network

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Copy to:
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DIO SD OS-PJOBS2 Perf AH

Defence Infrastructure Organisation

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**CarillionAmeY (Housing Prime) Ltd
Accommodation Delivery Forum
12 June 2014**

Response Maintenance

The overall response performance during the April period was good with the urgent result in the East being affected by a clearance of backlog orders.

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Response Performance By Site

MHS Response Operation Performance

Statutory Compliance

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Statutory Compliance - Overview Summary

There have been no properties that have become non-compliant in the reporting period for Landlords Gas Safety inspections.

There has been an increase in the number of red carded properties with expired certification from 159 to 212, these are currently 655 SFA at red card stage. London has one SFA over 90 days and every effort is being made to resolve the issue. MHS and DIO are working together to contact all customers that have inspections overdue and Red Carded at 90 Days or more. This will hopefully reduce the long term outstanding at Red Card properties.

Gas SFA's - Non-Compliance - Risk of Certification

Void Operations

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Move in and take back performance dipped slightly, with the overall MI success rate at 86.24% and TB at 95.74%. The performance in London was a result of some co-ordination issues with the Ruslip structural project that was resolved early in the month and had caused some issues towards the end of March.

There were 1139 properties prepared including 33 properties that through working closely with DIO we managed to prepare in less than 22 days and ensure that all the enhanced move in works were completed prior to the move in.

Pass Rate / %	East	London	North	South East	South West	West
Move in	86.24%	95.74%				
Take Back	95.66%					

Void Performance

Customer Service: Satisfaction

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MHS Response Customer Net Satisfaction Scores - Overall Experience - National

In May 2014 over 60% scored us with 10/10, and 78% in total gave us "Promoter" scores of nine or ten, and our Net Satisfaction Score was +71

MHS Customer Satisfaction - Overall Experience - National

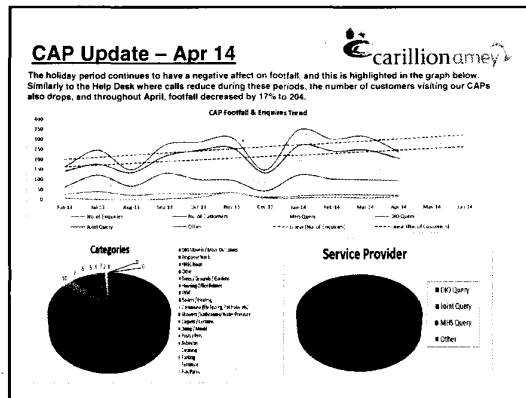
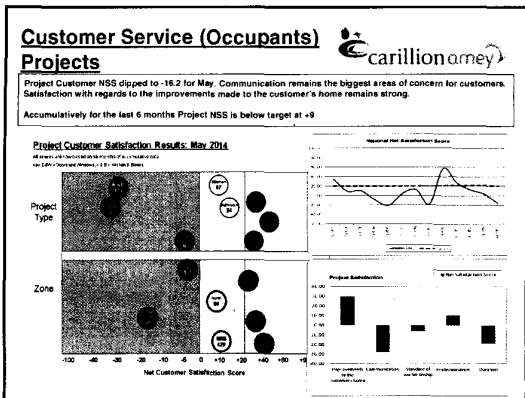
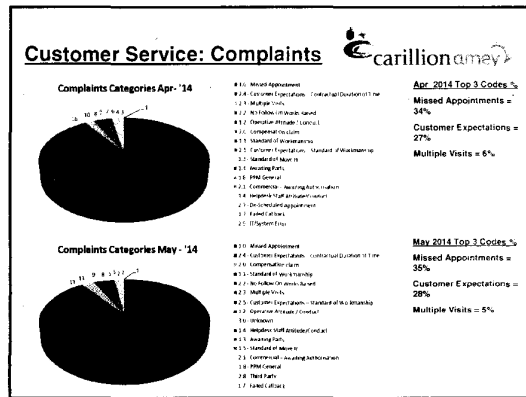
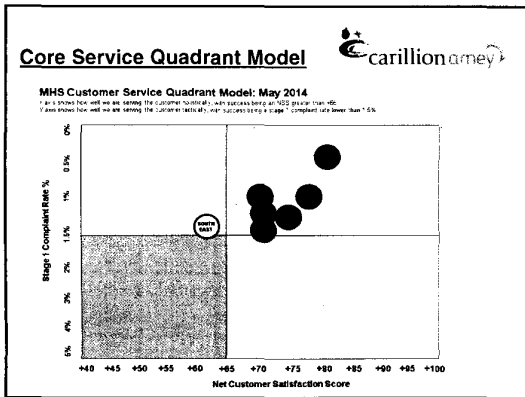
Score	Percentage
1	0.34%
2	0.45%
3	0.45%
4	0.57%
5	2.38%
6	3.15%
7	6.18%
8	11.78%
9	34.89%
10	62.79%

Customer Service: Complaints

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Stage 1 Complaints Rate %

Stage 1 Complaints - Rate & Volume

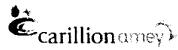


Accommodation Delivery Forum NGE - Mobilisation Update

12 June 2014

- ### Mobilisation progress
- In Service Dates agreed as:**
 - 01-Nov-14 - Services to S&NI + vesting date for TUPE of Service Delivery Accommodation staff & HASC personnel
 - 01-Dec-14 - Services to remaining parts of the UK.
 - Governance** - Joint workstreams in place and working well together. Joint Steering Group (JSG) established with first project 'highlight' report issued.
 - Working together** - Positive initial joint workstream engagement throughout this month with workstreams agreeing/understanding their Terms of Reference.
 - Communications** - Roadshows to DIO staff and stakeholders have now been delivered and generally well received as being informative.
 - Brand** - Generic CarillionAmey brand in place, proposed housing specific brand submitted for consideration.

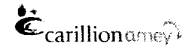
Mobilisation progress



HASCs

- Current focus on maintaining EM and OM Helpdesk resource levels, performance and service continuity as we recruit OM support staff from our EM helpdesk as part of our knowledge retention plan.
- Coordinating with people and Organisation workstream for staff retention and recruitment to backfill our EM staff and recruit further staff as necessary to maintain OM Operations
- HASC Support Staff
 - Interest among our EM Helpdesk staff to implant experienced HD Agents into HASCs - oversubscribed
 - Recruitment / selection of trained Agents now complete
 - Principles and start date agreed for CA staff into Aldershot and Thetford.
 - Training of identified implants commenced in Speke

Mobilisation progress



DAS

- Preferred supplier identified and negotiations proceeding.
- Joint coordination with DIO's DAS 'expertise' to further research current DAS operations, and access DAS locations to inform migration plan.
- Dedicated DAS lead now in place.



Defence
Infrastructure
Organisation

Service Family Accommodation

A short guide to the NGEC National Housing Prime

Our aim Scope	We want all our houses filled with satisfied families								
	<p>The contract will include:</p> <ul style="list-style-type: none"> - National and regional helpdesks - Repairs and maintenance - Statutory and mandatory services - Additional works services up - Void preparation and management - Housing Information Systems - Defence Accommodation Stores distribution and storage - Supervision of Move appointments - Occupancy management (Housing Allocations Service Centre (HASC) - allocations services) 								
	<table border="0"> <tr> <td>June</td> <td>Contract award.</td> </tr> <tr> <td>On contract award</td> <td>Mobilisation period begins; TUPE TU consultation document and initial post mapping letters issued.</td> </tr> <tr> <td>1 Nov; 6 months after contract award</td> <td>First regional in service date and initial TUPE activity including the transfer of HASC staff</td> </tr> <tr> <td>1 Dec, 7 month after contract award</td> <td>Final regional in service date and final TUPE transfers</td> </tr> </table>	June	Contract award.	On contract award	Mobilisation period begins; TUPE TU consultation document and initial post mapping letters issued.	1 Nov; 6 months after contract award	First regional in service date and initial TUPE activity including the transfer of HASC staff	1 Dec, 7 month after contract award	Final regional in service date and final TUPE transfers
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1 Dec, 7 month after contract award	Final regional in service date and final TUPE transfers								
	<p>The NHP will operate differently to the existing maintenance contracts as all NGEC contracts are NEC3 contracts. Therefore, using this framework:</p> <ul style="list-style-type: none"> - DIO and the new contractor will have a clearer understanding of their roles and responsibilities. - All parties will have a duty to keep each other informed of any relevant information that may affect the performance of the contract. - DIO will be able to hold the new contractor to account more effectively as requirements will be articulated in the legally binding contract document. - Whilst the new contractor will be responsible for informing DIO of issues, the contractor will retain ownership of their resolution. <p>Although assurance activities will continue, the contract will operate with less need for DIO involvement. It will be in the contractors interest to manage the estate efficiently and to maintain performance levels – otherwise there will be financial implications. And because there will be less requirement for checking back, or the need for approvals, Service families should receive an efficient, joined up and responsive service.</p>								
	<ul style="list-style-type: none"> - Will be more efficient, offering better value for money whilst protecting service levels. - Set up to better manage the estate, further reducing our reliance on substitute accommodation and expenditure on properties that are not used. - Will cover all Level 2 assets on the asset list, associated grounds and communal areas. - Better definition and common standards for Move In and Move Out. - Contractor responsible for all repairs no matter how they are caused (damages can still be charged to customers but separate from contract payment). - Contractor responsible for all maintenance costs and below, shared between Industry Partner (IP) and MOD above this figure. Contractor also responsible for all void preparation costs and below, shared between IP and MOD above this figure. - Generally properties will be prepared on Move Out rather than following allocation – potentially reducing turn around. - Maintenance/response appointments made either via Helpdesk or online – with a more responsive repairs system that will give customers the ability to track progress. - Five repair categories: Emergency, Critical, Urgent, Routine, and Wind/Weatherproof. - Carpets provided within contract, and includes a cleaning/repair service for customers. 								