



MINISTRY OF DEFENCE

Defence Infrastructure Organisation

<u>Item</u> (a)	<u>Discussion and Decision</u> (b)	<u>Action</u> (c)
	<p><u>Serial 1</u> – Following the workshop held on 19 Oct 11, it was considered communications on the Occupant Liability Scheme could have been more ‘joined up’ and provided a broader perspective. The Chairman asked that a further workshop be held on 8 Feb (alongside the Housing Comms Board) to pick up the outstanding issues.</p> <p><u>Serial 3</u> – DCDS Pers Accn Pol 2c advised SPVA were nervous about extending the JPA recovery arrangements for Germany to the UK. DIO Ops Accn were reviewing the present arrangements for recovering UK Barrack Damages and would forward details of the review to DCDS(Pers&Trg) SCW.</p> <p><u>Serial 4</u> – The interim grading solution was ongoing with some uncertainty over the use of either SfC or EPT information. Dep Hd Ops Accn Transformation agreed to investigate with COS DIO.</p> <p><u>Serial 5</u> – The future requirement for the RAF SFA ‘opts out’ (WO - Type D, OF4/5 ‘One Down’ rule) was discussed at the recent CinC Air/CE DIO Round Table. DIO Hd Ops Accn had been asked to submit a brief to AMP for consideration.</p> <p><u>Serial 9</u> – The comms strategy for the Allocations Study would be covered in normal business in Item 5. Closed</p> <p><u>Serial 10</u> – The agreed policy on the position of redundees whose children were at a key school age, both in the UK and overseas had been issued. Closed.</p> <p><u>Serial 12</u> – It was agreed the impact of refusal of first SFA offer would be discussed at the forthcoming LAWG. Closed.</p> <p><u>Serial 14</u> – It was agreed the banding of Move-Out failures would be included in the monthly KPI report, wef Jan 12.</p> <p><u>Serial 15</u> – The next LAWG meeting would be held on 24 Jan 12. Closed.</p> <p><u>Serial 16</u> – DCDS Pers Accn Pol 2C advised the policies surrounding several allowances and accommodation were not aligned. These anomalies were being worked through. Closed.</p> <p><u>Serial 17</u> – The Customer Assistance Point pilot would be covered in Item 5. Closed.</p> <p><u>Serial 18</u> – The Chairman had raised the 4 key issues at the last JCB. Closed.</p> <p><u>Serial 19</u> – A refreshed JHAP had been circulated to all command</p>	<p>Sec</p> <p>Sec</p> <p>Dep Hd Ops Accn (Trans)</p> <p>Sec</p>



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	<p>Closed.</p> <p><u>Serial 20</u> – Key messages on preventative action to be taken over the winter season have been issued. It was agreed these should be issued on an annual basis, every September. Closed.</p> <p><u>Serial 21</u> – The Chairman had received copies of the findings from the Family Feds FAP Survey. Closed.</p> <p><u>Serial 22</u> - DCDS Pers Accn Pol 2C asked for sight of the policy on replacement carpets as a number of recent Stage 3 Complaints had involved challenges to it. Closed once actioned.</p> <p><u>Serial 23</u> - DCDS Pers Accn Pol 2C advised discussions were ongoing with pay policy staffs regarding the mismatch between hotel entitlement and removal service provision in NI. It was agreed this would be a matter for the LAWG to consider. Closed.</p> <p><u>Serial 24</u> – The recent departure of Dp Hd Ops Accn (HD) meant that the issue of Service personnel being allocated an address but with no move-in date of NAC had not been investigated. Dep Hd Ops Accn Transformation agreed to investigate.</p> <p><u>Serial 25</u> - Housing Specialist RAFFF confirmed discussions had taken place with MHS on damp/mould issues, and that the issue had been highlighted in the RAFFF Quarterly Report. Closed.</p> <p><u>Serial 26</u> – Action was being taken to better align DIO Ops Accn meetings and workshops in order to optimise opportunities. Closed.</p> <p><u>Serial 27</u> - Asst Hd Ops Accn (ES) thanked those who had inputted to the Green Deal paper following its circulation. These would be reviewed, and the HF would be advised of the outcome. Closed.</p> <p><u>Serial 28</u> – The issue of OSR replacement items had been raised at the JCB and an action taken by DIO Ops Accn to provide an impact assessment. Closed.</p> <p><u>Serial 29</u> – The NGEC briefing would take place after the meeting. Closed.</p> <p>An updated Action List would be issued as soon as possible.</p>	<p>Asst Hd Ops Accn (ES)</p> <p>Dep Hd Ops Accn (Trans)</p>
<p>4 & 5 DIO & DIO Ops Accn Updates & Allocation Services Review</p>	<p>4. The Chairman briefly outlined the position on DIO Transformation. The organisational design at 1* level was almost complete, as was the future Enhanced Operating Model. For Accommodation a national structure would be retained, but would fit into DIO regional structures where appropriate. COO and GOC</p>	



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	<p>BFG had agreed that management of Germany SFA would transfer to DIO by April 2013 with a stretch target of September 2012. Similar discussions were planned with PJHQ on PJOB SFA. Maintenance arrangements would be unaffected. The NGEAC remained the biggest transformational driver within DIO Ops Accn.</p> <p>5 The Chairman explained that the HCDC was looking at Service accommodation (both SFA & SLA) as part of their 'Covenant in Action' review. A field visit to Catterick had been arranged for 12 January, and this would be followed by oral evidence from officials and Minister on 7 and 28 February respectively. The field visit to Catterick would concentrate on two themes:</p> <ul style="list-style-type: none"> • Demonstrate progress and transparency in customer service following the NAO Report 2009; and • Demonstrate the impact the cut in upgrade funding will have on SFA. <p>6. Min DPWV would visit Calvary Bks, Hounslow on 19 January to view the condition of SLA following recent press coverage. He would also visit SFA to look at the results of the upgrade programme. On this year's upgrade programme, the Chairman anticipated 700 properties being upgraded, with 2,700 properties benefiting from elemental improvements. The Chairman apologised if insufficient notice was given to occupants about improvement work to their properties but the 3CR process had introduced delays in obtaining financial approval.</p> <p>7. Dep Hd Ops Accn Transformation gave a presentation of the Allocation Services Review (ASR) (copy attached). The following issues were raised:</p> <ul style="list-style-type: none"> • The ASR Transition Plan and Structural Diagram would be issued; • The closing HICs would provide a degree of continuity and additional resource post Apr 12 to help mitigate risk during the transition period; • The User Working Group would continue to shape the new system, with the next meeting scheduled for 2 Feb; • A meeting would be held with DMC on 12 Jan to discuss the comms strategy; an ASR Comms Toolkit was being prepared. A short article would be prepared for Fam Fed for inclusion in their comms; • Work would continue to seek a solution to hosting Self-Preference system on the Internet, but security issues precluded a solution in the short term; • Self-Preference system would apply to UK c 	<p>Dep Hd Ops Accn (Trans)</p>



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	<p>stage, but roll out to Germany and PJOBS would be considered in due course; and</p> <ul style="list-style-type: none"> • A comprehensive training programme would be introduced for all HASC staff, especially new recruits. This would include managing customer expectations in the event Self-Preference choices could not be met. The reason(s) would also be included in correspondence to applicant. <p>8. The Chairman stressed that links with the chain of command would be maintained through the Regional and Area Housing Managers. Hd Ops Accn was meeting COO DIO on 16 Jan to review the backfill of current and anticipated vacancies.</p>	Sec
6 JCB Meeting	<p>9. The Chairman indicated that he intended to raising the following issues at the forthcoming JCB Meeting:</p> <ul style="list-style-type: none"> • ASR Update • Transfer of responsibility for Germany SFA • HCDC. 	Chairman
7 Joint Housing Action Plan	<p>10. DCDS Pers Accn Pol 2C had circulated the JHAP for comment. The revised version would be presented to the JCB for their agreement.</p>	
8 Housing Updates	<p>11. MHS - MD MHS gave a presentation (copy attached) which covered Helpdesk, Response Maintenance and Void performance, together with Customer Service and Complaints. The overall message was that the MHS Business Improvement Plan had helped shape increased performance, most notably in the East and London and the South East. Customer satisfaction was continuing to rise, with a concomitant reduction on the level of complaints. MHS were not being complacent and work would continue to maintain these positive trends.</p> <p>12. The Chairman welcomed the presentation and the previously circulated report on the Customer Assistance Point pilot at Larkhill. This pilot has been judged a success, and the report contained a number of recommendations on the way forward. The Chairman asked that the HF consider these recommendations, and to pass comments to the Secretary by COP 10 Feb.</p> <p>14. There then followed a general update on Housing Colonel, Family Federations and TLB accommodation business:</p> <ul style="list-style-type: none"> • RN - Housing Specialist NFF reported a dip in housing issues as redundancy matters took priority. Most of the enquiries concerned housing delivery with difficulties being reported on contacting HICs, especially Aldershot, and issues about entitlements and allocations. • Army - LF DPS(A) PS4A Pol reiterated his concerns about 	All



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	<p>having 'joined up' comms, and expressed his concerns about ASR implementation. Housing Specialist AFF said the MHS response over the early winter months had been positive which was heartening. On the complaints side, there were issues over ownership of cleanliness problems at move-in. The Chairman asked if examples could be provided.</p> <ul style="list-style-type: none"> • RAF - Air COS Pers Pol C Spt reported there appeared to be a number of hotspots for SFA non-availability, such as BZN, High Wycombe and Lincolnshire. The Chairman said the interim solution was working at BZN. In discussion, it was agreed the tension and relationship between those entitled to SFA against those who may be eligible but contribute significantly to the well-being of the unit should be considered by the LAWG. Housing Specialist RAFFF said there was a reduction in housing issues over the last quarter. Again, allocation and entitlement issues were to the fore. • TLBs - CESTO (PJHQ) representative reported that SFA in Gibraltar were being handed over to the Government, with new SFA being provided. In Cyprus, there was general improvement across the estate. The Chairman asked PJHQ and Army HQ to confirm whether, like the UK, SFA below S2fC were still being allocated. • DCDS(Pers&Trg) – DCDS(Pers&Trg) SCW AFW said the ITT for the SSFA contract had been issued, and remained confident the contract would be let by Sep 12. NEM and FAP are considering fundamental changes to conditions of service and this will impact on future policy. Consequently, DCDS(Pers&Trg) SCW was focusing on managing current policy arrangements. • HIVE – HIVE Rep confirmed that enquiries were, again, housing delivery related, and that these would be circulated for information. 	<p>Housing Specialist AFF</p> <p>CESTO (PJHQ) LF DPS(A) PS4A Pol</p>
<p>9</p> <p>Any Other Business</p>	<p>15. Fleet DN Pers raised the issue of the Military/DIO Charter for England and Wales, and asked if it could be extended to cover Scotland and Northern Ireland. It was agreed the Charter would be updated and circulated for comment before wider issue.</p> <p>16. In closing, the Chairman thanked _____ and _____ or their excellent contributions to the work of the Housing Forum.</p>	<p>See</p>
<p>13</p> <p>Date of Next Meeting</p>	<p>17. It was agreed the next meeting would take place at 1050 hours on Wed 23 May 12 at a venue to be confirmed. The meeting would be followed by a Stakeholders Workshop for the NGEN National Housing Prime Contract.</p>	<p>See</p>




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Head of Secretariat, DIO Ops Accommodation
Secretary

Attachments:

1. HASC Presentation.
2. MHS Presentation.



Defence Infrastructure Organisation

Housing Forum - 11 Jan 2012

Housing Allocation Service Update

Steve Fox

Operations Accommodation

Scope

- Overview
- Programme Update
- E-1132 Development
- E-1132 Usage

Housing Allocation Services

Housing Allocation Services Centre (HASC) Apr 12

- Centralise Transaction Activity & Decentralise Customer Support
 - Greater Efficiency through economies of scale, greater standardisation & consistency of approach
 - Greater choice for Service Person and transparency of process.
 - Allow regional staffs to focus on the Customer
- SSFA centrally managed from RAF Brampton

Housing Allocation Services

E-1132 Enhancement - Automated Self-Preference System Apr 12

- Service Person applies via Intranet
- System calculates entitlement & searches for available properties
- HASC allocates SFA, taking into account:
 - Competing preferences
 - Local housing stock
 - Special needs
 - Command Chain perspective

Programme Update

HASC

- Recruitment Commenced – 60% capability
- Training & Familiarisation commenced
- Works complete
- Comms complete
- IT installation – w/c 13 Feb 12
- Transition Plan available – w/c 13 Feb 12

E-1132

- Software Development
 - Data capture of photographs & floor plans
 - Testing Jan 12 & Mar 12
 - Implementation Feb 12 & Apr 12
- Applicant books own move in/out appointments
- E-Licensing
- UWG

Test System (no SFA will be issued)

MOD 1132 eForm

Logged on as: VAM100319

Houses available for preference

Below are the houses that are currently available, based on your job status at Brampton and entitlement to

Please note: Your preferences can only be entered once they are entered up. You may make a preference through the system.

Once you have made your preference for the new job you wish to apply for, you will be able to submit your preferences online. You will then be able to view your preferences and make any changes to your property choice.

3 Bedroom House

3 BEDROOM HOUSE, 100 AVONDALE PARK, BRIDGESIDE, BENTON, WILTSHIRE

View details of this property

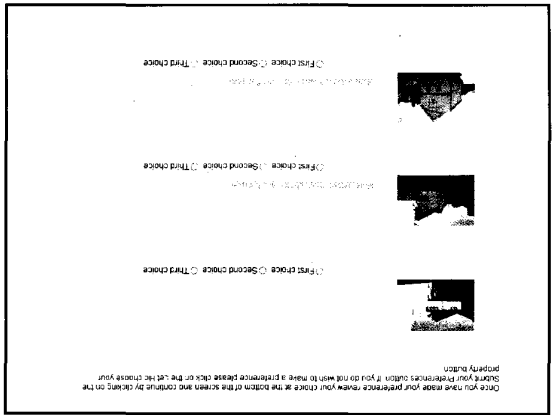
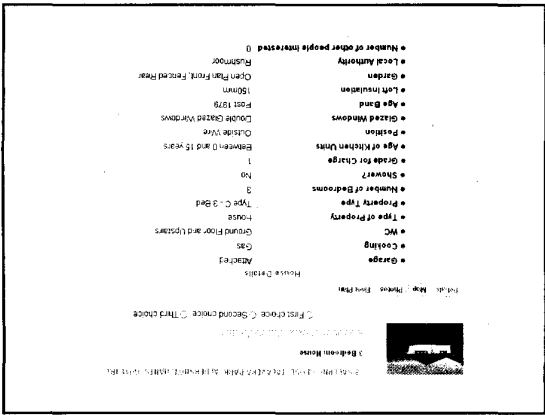
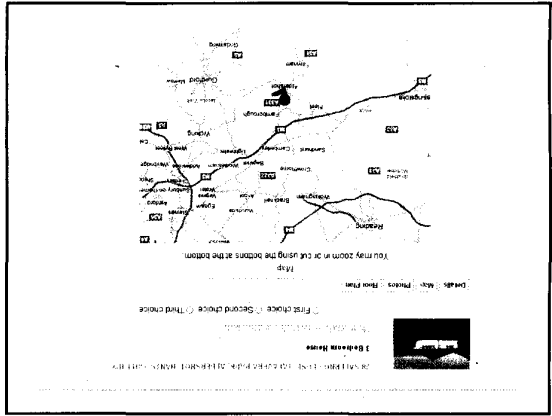
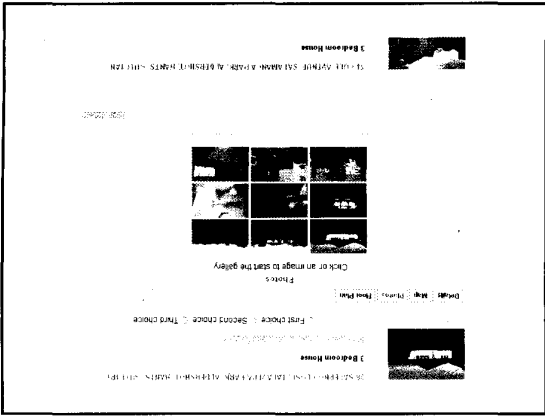
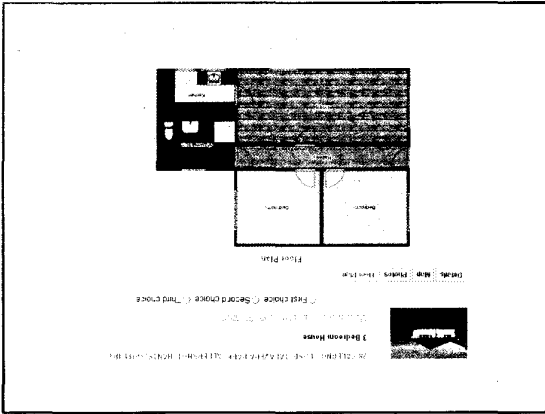
First choice Second choice Third choice

3 Bedroom House

3 BEDROOM HOUSE, 100 AVONDALE PARK, BRIDGESIDE, BENTON, WILTSHIRE

View details of this property

First choice Second choice Third choice

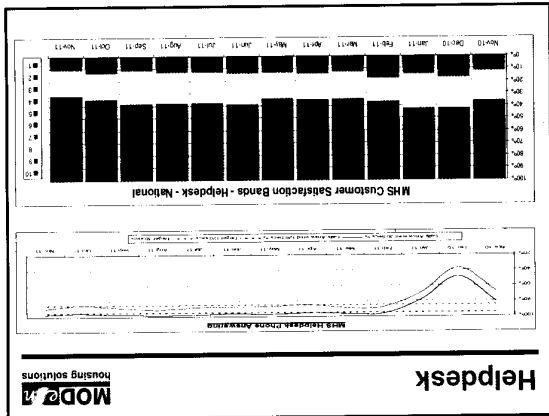
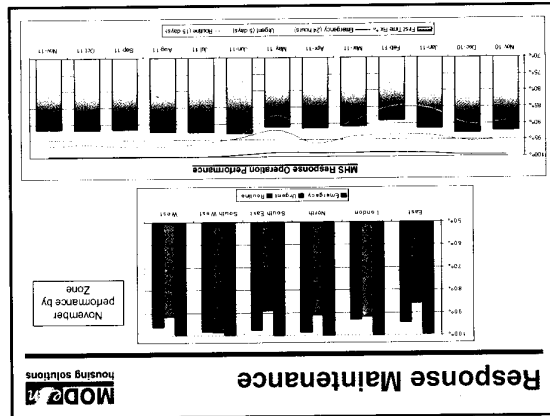
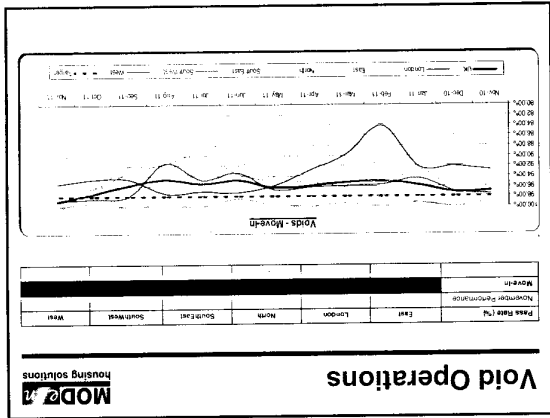


Housing Allocations Service

3. Use of e-1132

- Will become the expected application method in Feb 12
- Current Usage at 45%
- Illegible/Incomplete 1132s now returned to applicant
- Comms

Questions??



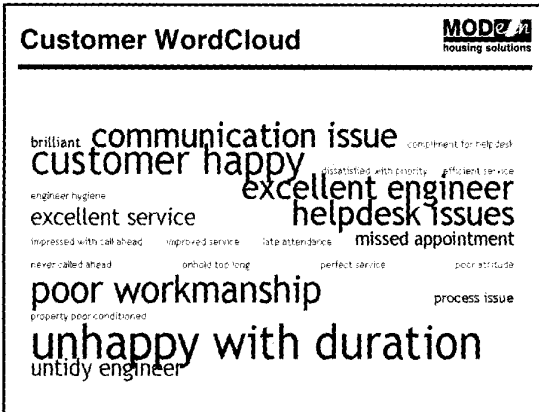
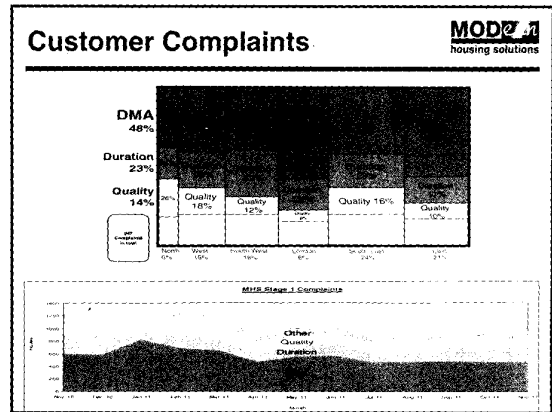
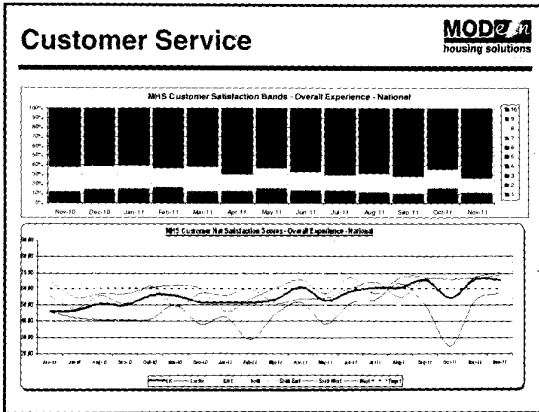
- Executive Summary**
- Positive trend continues for Customer Satisfaction. October dipped below +60 Net Promoter Score (NPS) target as a result of backlog clearing but recovered to +65 in November.
 - Reduced number of complaints. Whilst DMA remains our largest complaint, this has reduced from 0.75% of complaints in late Spring 2011 to 0.48% now.
 - Improved Move in success rate. 100% pass rate being achieved for first time ever in third week of November.
 - 4th Take Back Performance Improving. Whilst there is room for further improvement, it is driving the improvements in Move in performance.
 - Business Improvement Plan on track. Increased performance, most notably in the East and London & SE. We are not there yet but on the right road.
 - CAP pilot in Larkhill a success. Draft final report passed to DfC with proposal to extend to include Warrimiser and Tidworth/Bulford.

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Housing Prime Contract
MOD Housing Forum
 11 January 2012

Defence Infrastructure Organisation



- ### Business Improvement Plan Update
-
- 2011 Business Improvement Plan focused on key issues identified with our customers and client.
 - Replaced poor performing contractors in London & SE in January 2011 & introduced 3rd Heating maintenance model.
 - Service has improved markedly, with higher customer satisfaction and fewer complaints.
 - 3rd now deployed in North & currently mobilising in West.
 - Project to improve take-back and move-in performance has delivered real improvements.
 - Fixed-Price Void pilot in North, based upon an output-based specification for our teams, has gone well and contributed to our take-back success.
 - Recently rolled out in West and will be extended further in 2012.
 - New operations structure, with dedicated Delivery Managers responsible for service delivery working alongside new Technical Managers, has given teams increased clarity and focus.
 - Customer Access Point pilot in Larkhill successful, and we are now looking to extend the concept further.
 - DMA reduction project reduced the volume by a third. More to do but pleased with results so far.
 - Currently making some minor boundary changes to align with DIO boundaries.
 - Abingdon, Benson, Bicester & Brize Norton move from West into London Zone and Shivenham moving into the SE Zone from the West.