



**Ministry  
of Defence**

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21 Nov 14

**MINUTES OF 6<sup>TH</sup> MEETING OF THE ACCOMMODATION DELIVERY FORUM (ADF), 13  
NOVEMBER 14**

Present:	Dr Heather McNaughton	Pers Trg-SVW Hd	Chair
		Pers Trg SVW-Accom NEM DHd	
	Air Cdre Ian Tolfts	DIO SD Accn Hd	
		DIO Ops Int-Est Sp	
		MD, Carillion Amey	
		CE, Army Families Federation	
		Army Families Federation	
		CE, RAF Families Federation	
		Navy, Accom SO1	
		Army, Pers Servs	
		Air, Pers Policy	
		Army, Sp Comd-HQ Pers SO1	
		JFC, Infra Spt	
		Pers Trg-SVW-Accom Pol 1	Secretary
In attendance:		Navy, Accom SO2	
		Pers Trg-SVW Accom Pol 2	
Apologies:		JFC, Infra Spt	
		DIO SD Accom DHd	
		Army Pers Svcs	
		DIO SD Accn PR	
		DIO SD OS-PJOBS2 Perf AH	
		CE, Naval Families Federation	
		Air, COS Pers Policy	

**Item 1 – Introduction**

1. The Chair welcomed members to the 6<sup>th</sup> meeting of the Accommodation Delivery Forum.

**Item 2 – Record of the last meeting**

2. The minutes of the last meeting were agreed as accurate.

**Item 3 – Policy Update (lead: SVW Accom NEM DHd)**

3. **Forces Help to Buy (FHtB).** FHtB was progressing well. In its first seven months (April-Oct 14) some 5000 applications had been received; 2,600 of which had been fully approved, of which 1,650 had been paid totalling £1.1m (per claim). The remaining 950 were expected to proceed to payment as house purchases progressed over the coming months.

4. SVW planned to conduct profiling of FHtB applicants through written surveys and focus groups to understand whom the scheme was attracting as well as inform any continuous improvement issues. As FHtB was still a relatively new scheme (just over 6 months old) it was too early to state what behaviours it was causing, but this would be monitored as part of the surveying exercise.

5. Following correspondence from SVW, Santander had now confirmed their support to FHtB and we await demonstration of this. (Secretary's note: Action Grid serial 47 now closed). Whilst all other high street mortgage lenders were cited as supporting FHtB, RAFF advised that one of their members had reported experiencing issues with HSBC and would write to Hd SVW with further details. (Post meeting note: information on this now received and matter resolved). AFF expressed concern that personnel needed to be financially astute when considering buying their properties. The Chair advised there was an expectation for personnel to make informed choices regarding how they managed their property.

6. **CAAS.** Whilst feedback on CAAS was generally positive since being announced on 24 October 2014, SVW was aware that further work was needed on its implementation for Service accommodation overseas. SVW was also alive to the feeling, which AFF highlighted, that CAAS could be perceived as unfair in that it would result in increased charges particularly for personnel on the lowest salaries. The Chair advised that the AFPRB was already focussing on FF concerns regarding the impact of increased charges on lowest paid personnel. The Chair also reiterated that all extra charges would be reinvested into Service accommodation. **In response to AFF's request for assurance of reinvestment, DIO SD agreed to provide data in their End of Year report detailing income from CAAS and how it would be reinvested.**

DIO SD

7. **Strategic Options Paper.** Detailed research and analysis was continuing in order to address what the future accommodation offer should look like. A draft paper was planned for the Defence Board in February 15.

8. **Accommodation Policy Steering Group (lead: Secretary).** The two main themes that emerged from the recent APWG was the need to keep current policy forward looking and cogent with future initiatives such as LASR, and, to ensure current policy recognised Reservists as an integral part of the Whole Force Concept. PS4 advised that Army was particularly seized with the latter and was already working with SVW on proposals for improving the accommodation for Additional Duties Commitment (ADC) and Home Commitment (HC) Reservists.

#### **Item 4 – DIO SD Update (lead: DIO SD)**

9. **SFA and SLA estate.** Management of the SFA estate continued to proceed well whilst, in parallel, work continued to create a greater understanding of the SLA estate through development of the SLA management information system. DIO was also addressing 'void management' and had started to question whether 10% (which equated to some 4000 void properties) was a reasonable number of properties to remain unoccupied. DIO was also aiming to reduce the number of spaces in accommodation by 15% but realised doing so would require a major programme of work. DIO's other main future work involved successful implementation of

CAAS for SFA.

10. **Mould Action Plan (MAP).** The MAP was also progressing well and work continued to identify and address SFA requiring attention. 1000 properties had been improved through the MAP (in FY13/14) and a further 2000 SFA were planned for improvement under MAP over the next 2 FYs. Rectification included installing/upgrading extractor fans, new doors and windows, external wall insulation, and cladding replacement. In answer to AFF, DIO SD advised that only very good quality boilers were installed in Service properties as cheaper boilers were not cost-effective in the longer term. DIO had also published the 'red carded' process (with regard to 'red carded' properties) and circulated to FFs and single Services for information (Secretary's note: Action Grid serial 46 now closed).

11. **Move In-Move Out Lists.** These Lists were useful to HIVES and Unit Welfare Officers but had been discontinued. Responding to PS4, DIO agreed to **investigate with Army reinstating the Lists under a local Service Level Agreement.** If that arrangement proved useful, the RN and RAF would also consider adopting such lists for their people also.

DIO SD

12. **National Housing Prime.** The transition from DIO to CarillionAmey (CA), in which the contractor would assume responsibility for all allocations and repair and maintenance of SFA in Scotland and Northern Ireland from 1 November, had gone well. The FFs and single Services also confirmed the transition seemed to go well and the Chair thanked CA and DIO and all staffs involved in making the transition successful. DIO would now be focussing on ensuring a successful transition on 1 December when the contractor would assume responsibility for repair and maintenance of SFA in England and Wales as well as management of accommodation stores.

13. **CarillionAmey Update (lead: CA MD).** CA's self-explanatory progress report is attached. Of note was the HPC - Customer Satisfaction graph (page 3 of report) which showed a significant dip in satisfaction in October 14. MD attributed the main cause of the dip to CA changing its heating subcontractors due to unforeseen difficulties with their previous subcontractors. **In response to suggestions from the FF, MD agreed that, for the future, any changes in suppliers or other circumstances which could impact customer services would be communicated in advance to FF and single Services so they could forewarn affected personnel.** The ADF agreed this would be good practice as it would ultimately benefit Service occupants and their families and, in so doing, help strengthen CA's reputation as a trusted accommodation provider.

CA MD

14. CA had subsumed the previous contractor's backlog of 400 jobs, all of which were being addressed as quickly as possible. Whilst the FF and single Services commended the helpfulness of CA staffs in handling enquiries, the ADF felt it would be useful for **CA to provide to FF and single Services lists of their regional contact points for wider distribution, again, to improve communication and ultimately help any personnel with a need to seek accommodation.** CA MD agreed to undertake.

15. **DIO SD and MD CA agreed to hold a stocktake meeting in (date TBA) to review progress on the NHP contract.** ADF memo to relevant stakeholders would be invited. Further details to follow.

**Item 5 – SLA Issues (lead: DIO SD)**

16. **SLA MIS.** The SLA management Information System (SLA MIS) was planned for roll-out in April or May 2015. The issues impacting the creation of SLA MIS (a combination of technical/design issues and resource issues concerned with the complexity of mapping SLA estate) were being addressed as rapidly as possible.

17. **SLA Improvement Plan.** Improving SLA remained a huge task but would continue even given the restraints to funding (the LASR study had advised that SLA could require ... to reach optimum condition) and the ongoing work to establish SLA MIS. The Chair noted that a benefit of designing CAAS would help define the specification of SLA.

#### **Item 6 – User Updates**

18. Navy reported that their biggest concern was with the condition of the SLA estate, but acknowledged the work ongoing to improve mapping of the estate and improving its condition. The Chair had only recently received the NFF Report into SLA and would comment upon it, once it had been considered more fully.  
(Secretary's note: Action Grid serial 45 now closed)

19. PS4 advised that Army was continuing to examine how best wounded, injured and sick are managed, particularly during their transition from Service to post-discharge. PS4 noted that boundaries between the various Recovery and Transition work streams could be impacting successful transition which in turn could be impacting the timely adaptation of accommodation. This issue was being addressed through the Defence Recovery Board and PS4 would keep the ADF Chair informed of significant developments, accordingly.

20. RAF is currently conducting a survey of its contact houses in terms of how many they have and their frequency and type of use. This will inform whether there is a need to use void properties if sufficient contact houses are unavailable. DIO SD supported this approach.

22. The AFF questioned the extent to which the Army rebasing programme would impact SFA availability. DIO SD advised that under current plans there was an expected need for an additional 1,800 SFA properties, primarily at Salisbury, Catterick, Cottesmore, Aldershot and in parts of Scotland. These would be delivered through a combination of new build and capital purchase and the aspiration was to allocate SFA for all Service families that required it. The Chair reiterated the importance of this issue and noted that CE/DIO had agreed to regularly update Minister Soubry on progress.

23. The RAFFF advised that accommodation issues made up c.50% of their current case work. Most clients were awaiting to see how the new NHP contractor would perform; a sentiment shared by the other FF.

#### **Item 7 – AOF**

24. None.

#### **Item 8 – DODM**

25. Thursday 11 June 2015, 1045-1300, MOD Main Building, Floor 6, Spine 2, Room 9

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29. The Chair acknowledged this meeting was Cdr [REDACTED] last and thanked him for all his contribution to the ADF and wished him well in his retirement. The ADF concurred.

Prepared by:  
**{Signed on Original}**

Approved by:  
**{Signed on Original}**

[REDACTED] H McNaughton  
Mr Dr  
ADF Sec ADF Chair  
Military Network: Military Network:

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Action:

All Attendees and Apologies