

SP 05.04.08.05.10

21 Jun 11

**JCB Members**

**MIINUTES OF THE DEFENCE HOUSING JOINT CUSTOMER BOARD MEETING HELD IN MOD BUILDING ON WED 8 JUN 11**

Present	Mr Gavin Barlow	D SP Pol	Chairman
	Brig Richard Cary	DCDS Pers FAP Hd	
	Brig John Wootton	HQ LF D Infra	
	Air Cdre Alan Opie	DIO Hd Ops Accommodation	
		DCDS Pers FAP DHd	
		Fleet DN Pers-WS DACOS	
		HQ LF AD PS4(A)	
		PJHQ CEstO Hd	
		DCDS Pers Accom Pol C1	
		RNIO Pol SO1	
		Air Cmnty Spt SO2	
		DIO Ops International BMF1	
		PJHQ J1 PJOBS SO3	
		DE&S Infra Estates Strategy	
		Housing Officer NFF	
		Chief Executive AFF	
		Housing Officer RAFFF	
		DCDS Pers Accom Pol C2	Secretary
Apologies	Brig Ian Simpson	DIO Hd Ops International	
		Air Cmnty Spt DACOS	
		DCDS Pers Asst Hd AFW	
		PJHQ J1 ROW PJOBS SO1	
		Fleet-Cap RNIO Hd	
		Chair NFF	
		Chairman RAFFF	

Serial	Item	Action
(a)	(b)	(c)
1	<b>INTRODUCTION AND WELCOME</b>	
	1.1 The Chairman welcomed all attendees to the meeting. Apologies were accepted as noted above.	
2	<b>MINUTES OF THE LAST MEETING</b>	
	2.1 The minutes of the meeting held on 10 Feb 11 were agreed.	
3	<b>MATTERS ARISING (Action points from 10 Feb 11)</b>	
	3.1 (Item 3.5) DIO Ops Accn to distribute definition of a void to JCB members. Action ongoing – number of void properties dependent on outcome of SDSR Estate Rationalisation Plan. Definition to be distributed.	<b>DIO Hd Ops Accn</b>
	3.2 (Item 3.7) DIO Ops Accn to consider whether schedule of rates for barrack damages is commercially sensitive and if not, circulate. Action	

	<p>closed – further information to be published through the Housing Forum.</p> <p>3.3 (Item 3.9) DIO Ops Accn to review dates for roll out of Area Accommodation Plans (AAPs). Action ongoing – AAPs dependent on outcome of SDSR Estate Rationalisation Plan.</p> <p>3.4 (Item 3.11) SCW to produce a proposed draft of PIs for JCB and Housing Forum. Action ongoing – Housing Forum PIs distributed at recent Housing Forum. JCB PIs to be distributed OOC.</p> <p>3.5 (Item 3.17) Accom Pol team to investigate whether information about first and second offers of SFA can be added to Form 1132 Guidance Notes and action through the LAWG. Action ongoing.</p> <p>3.6 (Item 4.1) Chair to include CE DIO on the NEM Steering Board. Action complete.</p> <p>3.7 (Item 6.4) D Infra requested a copy of the DIO Ops Accn Communications Strategy so that members of the JCB could provide some input. Action complete – the DIO Ops Accn Communications Plan reviewed regularly at the Housing Communications Board and overseen by the Housing Forum.</p> <p>3.8 (Item 6.6) D Infra to provide some detail on the information that HQ LF would wish to be included in the JHAP, for consideration. Action complete – JHAP updated to reflect these points.</p>	<p><b>DIO Hd Ops Accn</b></p> <p><b>Accom Pol C2</b></p> <p><b>Accom Pol C2</b></p>
4	<p><b>UPDATE FROM THE HOUSING FORUM AND JOINT HOUSING ACTION PLAN</b></p> <p>4.1 DIO Hd Ops Accn updated the meeting on the recent work at the Housing Forum. The draft Housing Forum KPIs had recently been circulated; to be finalised and published in Jul 11. He briefed that the JCB KPIs were to follow in due course. DCDS Pers Accom Pol C1 noted that the Housing Forum KPIs needed to reflect the global position. DIO Hd Ops Accn agreed, but stated that the information and format needed to be correct for England and Wales first, with the rest of the world to follow.</p> <p>4.2 HQ LF AD PS4(A) noted that the KPIs needed to measure customer service and hold not only DIO Ops Accn to account, but also the Chain of Command. DIO Hd Ops Accn agreed and stated that 2 more Housing Forum KPIs were being developed which would show the notice given by SP for move out of their SFA and also the notice given to SP by the DIO for their moves.</p> <p>4.3 DIO Hd Ops Accn briefed the meeting on the key points in the Joint Housing Action Plan (JHAP). Chief Executive AFF enquired whether the Void Surge Programme (VSP) had been affected by the PR11 savings measure. DIO Hd Ops Accn confirmed that the VSP was not affected and that the budget had already been approved for FY 11/12. Approval had recently been granted for the refurbishment programme, however the late notice of this meant that occupants would not get sufficient notice of Capital Works Programmes.</p> <p>4.4 HQ LF AD PS4(A) updated the meeting on the Army's pilot of the Interim Solution Grading process. Sampling was ongoing in NI SLA and the</p>	

	<p>results for the Germany sample were expected shortly.</p> <p>4.5 DIO Hd Ops Accn was reminded that the actions, output and Communications Plan from the recent Allocations Workshop were still outstanding. He briefed that the Allocations Study was ongoing and would recommend implementation either in Jul 12 or following the commencement of the Next Generation Estates Contract (NGEC). The Allocations Study was likely to mandate the use of the e-Form 1132 and also recommend the adoption of a self-preference system where SP could select an SFA from a database. So far there was only a 30% uptake of the e-Form 1132. Chief Executive AFF queried whether it was possible for the e-Form 1132 to be accessed on the internet, rather than just the intranet, in order to engage with SP's spouses. DIO Hd Ops Accn stated that whilst this was not currently possible, security accreditation could be sought in the longer term to enable this. D Infra noted that the Chain of Command needed to be consulted on the Allocations Study, rather than being briefed. DIO Hd Ops Accn noted that this would happen once the concept had been approved by CE DIO.</p> <p>4.6 DIO Hd Ops Accn noted that following NGEC, there would be 17 drop-in HICs where staff could help to signpost SP. There would also be computer access for SP to fill in the e-Form 1132. Chief Executive AFF asked whether the JCB could be advised of the locations of these drop-in HICs; DIO Hd Ops Accn agreed to provide this information at the next meeting.</p> <p>4.7 HQ LF AD PS4(A) informed the meeting that the HIC Liaison Officer (LO) posts had been lifed to 2013 and boarding for these posts was due to take place in Jun 11.</p> <p>4.8 DIO Hd Ops Accn briefed that there was currently no plan to implement a separate SFA Customer Service survey as in previous years. It was hoped that sufficient information could be acquired from the Armed Forces Continuous Attitude Survey (AFCAS) and the MHS Customer Service Survey.</p> <p>4.9 DIO Hd Ops Accn briefed that refurbishment programmes were planned for Colchester and Culdrose and were awaiting final approval, but it was hoped that this work would be completed in year. Work was also ongoing with MHS to improve their service. A Business Improvement Programme had been set in place and a new sub-contractor had been appointed for the London and SE region in Jan 11. Boundaries had been changed in order to ease pressure in the busiest areas and a new command structure had been set in place. Work was also ongoing to improve the Contractors' missed appointments record – this was also picked up on the recent visit to Speke by the Armed Forces Pay Review Body (AFPRB).</p> <p>4.10 DIO Hd Ops Accn noted that the current management margin figure was above the target and no work could be undertaken to resolve this until the SDSR Estate Rationalisation Plan could be confirmed following SDSR announcements in Jul 11. Once the Estate Rationalisation Plan was approved, the Area Accommodation Plans could be finalised.</p>	<p>DIO Hd Ops Accn</p> <p>DIO Hd Ops Accn</p>
5	<b>UPDATE ON THE FUTURE ACCOMMODATION PROJECT (FAP)</b>	

	<p>5.1 DCDS Pers FAP Hd briefed the meeting on the ongoing work of the FAP. It was agreed that the PowerPoint presentation should be forwarded out with these minutes.</p> <p>5.2 The Chair updated the meeting on the wider New Employment Model (NEM) work and confirmed that when all the different workstrands were pulled together, a long term and realistic view would need to be taken on how best SP could be supported throughout their career. If the NEM offered more stability for SP, then this could be offset against better access to housing and financial assistance in the future. The Chair also suggested that, for the FAP update at the next JCB, the meeting could usefully focus on aspirations of SP, the evidence available to show what these are and the impact that assumptions or judgements in this area might mean for the FAP.</p>	<p><b>DCDS Pers FAP Hd</b></p>
<p>6</p>	<p><b>HOUSING UPDATE – OVERSEAS, SINGLE SERVICES AND FAMILY FEDERATIONS</b></p> <p>6.1 PJHQ J1 PJOBS SO3 briefed that work was ongoing to ensure parity of policy implementation for SLA and SFA across the Permanent Joint Operating Bases (PJOBS). For example, SFA charges had been implemented for SP in the Falkland Islands on 17 Feb 11, in accordance with the regulations. The issue of co-habitation for civilian SFA occupants in Gibraltar and Cyprus was also being addressed. A recent CGS Briefing Team report indicated that SP had a perception that there had been a lack of investment in infrastructure in Cyprus, which investigations did not support.</p> <p>6.2 PJHQ CEStO Hd updated the meeting on Project Euston which was the rationalisation of the estate in Gibraltar by 2015. The plan was to hand back the majority of the SFA estate to the Government of Gibraltar and then rent a small number of SFA back in one location. Voids had also been reduced in the in Cyprus due to the recent demolition of 200 SFA.</p> <p>6.3 DIO Ops International BMF1 briefed that the SFA maintenance contract in Germany had previously been carried out with a locally employed labour force. A new contract was being implemented in order to realise savings and was due to be awarded to Babcocks. The response time for routine faults was due to decrease from and the contractor would . There was an aspiration that tradesman would contact SFA occupants on the day of the appointment to confirm their attendance. DIO Hd Ops Accn noted that a review was underway into the management of overseas SFA and that a report was due on this soon.</p> <p>6.4 Housing Officer NFF noted that housing was still their biggest issue, with SP and families consistently raising the issue of their inability to secure suitable SFA. The NFF Housing Survey was due to be issued in Jun 11 and would address some questions to help inform the FAP work.</p> <p>6.5 Chief Executive AFF briefed that the resourcing of HICs still caused significant concern for the AFF and queried whether SFA would be secured for those SP selected for redundancy and returned to the UK for their last months of service. DCDS Pers Accom Pol C1 confirmed that work was ongoing in this area and stated that policy allowed for SFA to be allocated to those SP returning to the UK prior to redundancy. Chief</p>	

	<p>Executive AFF also queried whether work was proceeding on Cessation Certificates following the recent Housing meeting called by Grant Shapps MP. DCDS Pers Accom Pol C1 confirmed that this was in hand.</p> <p>6.6 Housing Officer RAFFF stated that 46% of the complaints they received were on housing issues. She also confirmed that several questions from the FAP had been incorporated into their annual housing survey.</p>	
7	<p><b>AOB</b></p> <p>7.1 RNIO Pol SO1 enquired whether the data being used by the FAP team was sophisticated enough for the TLBs to use in their costing work, e.g. what was the unit cost of an SFA judged to be? DCDS Pers FAP Hd noted that this reinforced the point that one set of reliable data was needed.</p> <p>7.2 D Infra suggested that one common User Requirement Document (URD) was required for the Chain of Command to state their requirements for the housing of SP, in order to draw together all the other publications such as JSPs. He volunteered to start this piece of work and see whether it would be of use to other members of the JCB.</p> <p>7.3 Fleet DN Pers-WS DACOS informed the meeting that this was his last JCB as he was being replaced by [REDACTED] in Jul 11.</p> <p>7.4 DCDS Pers Accom Pol C1 requested that DIO Hd Ops Accn asked his team to send back detailed costings of Possession Orders.</p> <p>7.5 The Chair led the meeting in thanking [REDACTED] for her huge contribution to defence housing and in wishing her well for her retirement.</p>	<p><b>DIO Hd Ops Accn</b></p>
8	<p><b>DONM</b></p> <p>8.1 The attendees were requested to note the date of the next meeting:</p> <ul style="list-style-type: none"> <li>• Thu 6 Oct 11</li> </ul>	

(SIGNED ON ORIGINAL)

[REDACTED]  
DCDS Pers Accom Pol C2