

SP 05.04.08.05.11

19 Oct 11

JCB Members

MINUTES OF THE DEFENCE HOUSING JOINT CUSTOMER BOARD MEETING HELD IN MOD MAIN BUILDING ON THU 6 OCT 11

Present	Mr Gavin Barlow	D SP Pol	Chairman
	Mr Gary Lewitt	Hd SP Pol SCW	
	Brig Richard Cary	DCDS Pers Hd FAP	
	Brig John Wootton	HQ LF D Infra	
		DIO DHd Ops Accn	
		Fleet DN Pers-WS DACOS	
		HQ LF AD PS4(A)	
		Air Cmnty Spt DACOS	
		Fleet-Cap RNIO Hd	
		PJHQ J8 CEStO ISP SO1	
		DE&S Infra Estates Strategy	
		Housing Officer NFF	
		Housing Officer AFF	
		DCDS Pers Accom Pol C2	Secretary
Apologies	Air Cdre Alan Opie	DIO Hd Ops Accn	
		DCDS Pers Asst Hd AFW	
		PJHQ CEStO Hd	
		CTLB Estates Hd	
		Chair NFF	
		Chief Executive AFF	
		Chairman RAFFF	

Serial (a)	Item (b)	Action (c)
1	INTRODUCTION AND WELCOME 1.1 The Chairman welcomed all attendees to the meeting. Apologies were accepted as noted above.	
2	MINUTES OF THE LAST MEETING 2.1 The minutes of the meeting held on 8 Jun 11 were agreed.	
3	MATTERS ARISING (Action points from 8 Jun 11) 3.1 (Item 3.1) DIO Ops Accn to distribute definition of a void to JCB members. Action complete. 3.2 (Item 3.3) DIO Ops Accn to review dates for roll out of Area Accommodation Plans (AAPs). Action ongoing – AAPs cannot be finalised until the outcome of the Base Optimisation Project Board was known. 3.3 (Item 3.4) SCW to produce a proposed draft of JCB KPIs. Action ongoing.	DIO Hd Ops Accn Accom Pol C2

	<p>3.4 (Item 3.5) SCW to take action through the LAWG on the guidance in the Form 1132 about first and second offers. Action ongoing.</p> <p>3.5 (Item 4.5) DIO Ops Accn to distribute actions, output and communications plan from Allocations Workshop. Action complete.</p> <p>3.6 (Item 4.6) DIO Ops Accn to update JCB about future locations of Customer Assistance Points (CAPs). Action complete – update at serial 4.</p> <p>3.7 (Item 5.2) FAP team to focus on aspirations of SP and evidence to support this. Action complete – update at serial 5.</p> <p>3.8 (Action 7.4) DIO Ops Accn to send detailed costings of Possession Orders to SCW. Action complete.</p>	<p>Accom Pol C2</p>
<p>4</p>	<p>UPDATE FROM HOUSING FORUM</p> <p>4.1 DIO DHd Ops Accn updated the meeting on the recent work at the Housing Forum and the work on HIC centralisation. This Centralisation was on target for Apr 12 and Trade Union consultation had now taken place. A workshop had been held on 22 Sep 11 to discuss the Self Preference system as part of the Allocation Services Review. Work was ongoing in this area but more stakeholder input was required in order to make mandating of the E1132 Form a viable option.</p> <p>4.2 DIO DHd Ops Accn briefed the meeting on the progress of the Customer Assistance Points (CAPs). The Pilot CAP in had so far generated fifteen visitors in four weeks, but the response from these visitors had been positive. It was not known whether the current closure of the HIVE was affecting the uptake of the Pilot due to occupants not being signposted to the CAP. Once the trial was completed, a decision would be made on whether further trials could be conducted in RN and RAF populated areas, for example Portsmouth and High Wycombe. The current trial was being funded by MHS and the specification for CAPs could be included in the NHP Contract, should the trial prove that there was a requirement. DIO DHd Ops Accn agreed to distribute the TORs for the CAP to the JCB members.</p> <p>4.3 The JCB was updated on the DIO Transformation work. Currently there were three broad staff categories in DIO Ops Accn which were under review: HIC staff, Housing Officers and Compliance Officers. Separately, in future the B2 staff would be responsible for both estate management and housing delivery in their areas of responsibility.</p> <p>4.4 DIO DHd Ops Accn updated the meeting on the Refurbishment Programme. 700 upgrades had taken place in year, against a target of 800. 2,700 elemental upgrades to kitchens and bathrooms had also taken place. It was confirmed that DIO Ops Accn were still not allocating any SFA below S3fC. The current void rate was 12.8% however the management margin differed greatly between regions, for example, 30% in NI and only 5% in the Lincoln area.</p>	<p>DIO DHd Ops Accn</p>

	<p>DIO DHd Ops Accn agreed to send out a breakdown of the management margin between regions.</p> <p>4.5 The JCB discussed the purpose and intent of the Joint Housing Action Plan (JHAP). It was agreed that a 'Risk Register' was not required. Rather, the JHAP needed to take the form of an 'Action Log'. The current actions should be refreshed and better targeted. Accom Pol C2 was tasked to coordinate a revised JHAP, based on input from the JCB members and provide an update at the next meeting. It was agreed that the JHAP should only look forward two years as anything further should be considered by the Future Accommodation Project (FAP).</p> <p>4.6 HQ LF AD PS4(A) updated the meeting on the 4TG Interim Solution Pilot as the only amber serial in the current JHAP. 140 SFA had now been trialled (although this represented a far greater number of properties). More results were expected shortly. No major changes to grading had been observed in the trial, with the exception of SFA in Germany where there was a large number of flats. The trial had identified inconsistencies in the way in which different units had conducted grading boards. PS4(A) had convened a workshop with Bde DCOS for 13 Oct 11 to review the results of the trial. PS(4) agreed that a formal response would be compiled by the end of the year. DHd Ops Accn confirmed that consideration was being given as to whether the grading process could be included in the future NHP contract. It was likely that the NHP Programme would slip and a Project Board had been convened for 18 Oct 11 to discuss this. More information would be promulgated in due course.</p> <p>4.7 DIO DHd Ops Accn requested guidance on the disestablishment of OSRs. Hd SP Pol SCW confirmed that JSP 915, as agreed by 2PUS, had been circulated for information. He expected it to be published shortly. DIO DHd Ops Accn requested specific guidance on the impact of the changes on furniture and equipment and agreed to email Hd SP Pol SCW OOC about these.</p> <p>4.8 DIO DHd Ops Accn advised that the NFF had raised a query at the Housing Forum over staffing levels in the JSHAO. HQ LF AD PS4(A) agreed to investigate.</p>	<p>DIO DHd Ops Accn</p> <p>Accom Pol C2</p> <p>AD PS4(A)</p> <p>DIO DHd Ops Accn</p> <p>AD PS4(A)</p>
5	<p>UPDATE ON THE FUTURE ACCOMMODATION PROJECT (FAP)</p> <p>5.1 DCDS Pers FAP Hd briefed the meeting on the ongoing work of the FAP, providing all attendees with a handout. The FAP team had reviewed the 'as is' position and also identified some policy inconsistencies and constraints. entitlements had been</p> <p>The information provided showed that each nation provided a differing level of entitlement to public accommodation and that some nations also offered assistance with Home Ownership. The Families Federations had recently conducted surveys on behalf of the FAP to identify trends and aspirations. These results, along with the Dstl report, would help to form the Interim FAP Report which was due by the end of Oct 11.</p> <p>5.2 D SP Pol briefed that the intent was to have selected options</p>	

	<p>identified by Apr 12 and approved in time for PR13 screening. Implementation was forecast to begin in 2015, dependent on the impact of a Hutton compliant AFPS and the wider impact this would have on the NEM programme.</p>	
6	<p>HOUSING UPDATE – OVERSEAS, SINGLE SERVICES AND FAMILY FEDERATIONS</p> <p>6.1 Housing Officer NFF noted that housing issues were still high on their agenda and families were primarily concerned with redundancies and the SFA upgrade funding pause. Approximately 2,000 responses had been received to the NFF FAP survey.</p> <p>6.2 AD PS4(A) noted HQ LF's concern about the Allocation Service's proposed implementation date of Apr 12 being met. He also noted that there had been an increase in casework being dealt with by PS4(A) since allowance cuts had been made.</p> <p>6.3 Housing Officer AFF advised that they had received various policy queries from families following the redundancy announcements, which they were working through with PS4(A) and Accom Pol C2. It was noted that the AFF were receiving fewer housing queries than normal and that the summer churn period appeared to have gone smoothly. There were some concerns over future HIC and wider DIO staffing levels.</p> <p>6.4 DIO DHd Ops Accn acknowledged that there were staffing issues within DIO and DIO Hd Ops Accn had attended a meeting with CE DIO to discuss these in lieu of attending the JCB. Details of future staffing would be communicated in due course.</p> <p>6.5 Air Cmnty Spt DACOS briefed that CinC Air would be discussing the RAF opt out clauses (one down rule, RAF WO Type D entitlement) with CE DIO at a meeting on 12 Oct 11.</p>	
7	<p>HOUSING USER REQUIREMENT DOCUMENT</p> <p>7.1 D SP Pol thanked D Infra for producing a Housing URD. The JCB discussed whether a URD, covering both 'policy' issues (currently addressed in JSPs 315 and 464) and 'delivery' ones (for both the activities covered by the forthcoming National Housing Prime contract and HICs), was required; and if so, who would own it. Hd SPPol SCW saw little value in a document which repeated some information that was already contained in JSPs 315 and 464. The remainder of the document was aspirational: as such, it was agreed that it might be useful in assisting with the NHP URD. Hd SPPol SCW, D Infra and DIO DHd Ops Accn agreed to discuss this further with the NHP Project Manager.</p>	<p>Hd SCW/D Infra/DIO DHd Ops Accn</p>
8	<p>AOB</p> <p>8.1 No items were raised.</p>	
9	<p>DATE OF NEXT MEETING</p> <p>9.1 The attendees were requested to note the date of the next meeting:</p>	

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(SIGNED ON ORIGINAL)

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DCDS Pers Accom Pol C2