



**Ministry
of Defence**

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10 Oct 13

MINUTES OF THE 3rd MEETING OF THE ACCOMMODATION DELIVERY FORUM (ADF) HELD IN MAIN BUILDING ON 17 SEPT 13

Present:	Ms Caroline Pusey	Pers Trg-SVW Hd	Chair
	Brig Martin Boswell	DIO Hd Ops Accn	
		Air COS Pers-Pol CSpt SO1	
		JFC-J1-Pol-SO3	
		Fleet DN Pers WS Accom SO2	
		LF-DPS(A)-PS4A Accom SO2	
		Naval Families Federation	
		Chair Army Families Federation	
		Army Families Federation	
		Chair RAF Families Federation	
		DIO Ops Accn-ES	
		DIO Ops Accn DHD	
		MD MHS	
		Pers Trg SVW-Accom NEM DHD	
		Pers Trg-SVW-Accom Pol 1	Secretary
In attendance:		NHP NGEC	
		Pers Trg SVW-Accom NEM FA1	
Apologies:		Chair Naval Families Federation	
		Fleet-DNPERWS WS DACOS	
		DIO NGEC-PM	
		Army PersSvcs-PS4-AD	
		Air DACOS CSp	
		JFC-J1-Pol-SO1	
		Sp Cmd HQ-Pers SO1	
		DIO ODC-LMS OS AH	
		DIO Ops Accn-BM Sec	

<p><u>Item 1 – Introduction</u></p> <p>1. The Chair welcomed members to the 3rd meeting of the Accommodation Delivery Forum, and introduced Brig Martin Boswell, the new DIO Hd Ops Accn.</p> <p><u>Item 2 – Record of the last meeting</u></p>	
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2. No issues were raised with the minutes of the last meeting.

Item 3 – Policy Update

3. The Secretary reported that the APWG had not met since the last ADF, although the next meeting would take place on 25 Sept. Nevertheless, she confirmed that irregular occupant rates, for the Devolved Administration, were included in the DCLG link on local authority rates recently provided to the HASC. DIO Ops Accn DHD confirmed that the irregular occupant process was the same for the overseas estate, but undertook to confirm the rates applied.

DIO Ops Accn
DHD

4. A flowchart on Short Notice Postings had been developed for incorporation into the DIO Allocation Process document, and would be progressed by the APWG. Action closed.

5. The sS Housing Cols reported that following the introduction of a 2nd offer process, very small numbers had resulted in 3rd offers. Further discussions would be had at the APWG in response to the Fam Feds request for details of such cases. They also reported cases of SP terminating their application and starting the allocation process again as they were not satisfied with the properties offered. The situation would be kept under review by the APWG.

6. Pers Trg SVW-Accom NEM FA1 provided members with an update on FAWS (MAR, CAAS, HPI, PEP and policy harmonisation, including proposals to review the policy on cohabitation). Key takeaways included the fact that SP would not be charged a Market Average Rate (MAR), but would continue to receive subsidised accommodation. It was important that this message was understood. Workshops would be set up (and would involve the Fam Feds) on the deeper analysis required to shape the 2nd stage of the comparative work for the introduction of CAAS. Scotland, NI and the overseas estates would be included in this phase. He confirmed that the EDP element of HPI was likely to be only for home purchase, although exact details had yet to be worked through. Also, the precise role of the JSHAO, in the education element of the package, was up for discussion and a paper of options was planned. Workshops, in Oct, would explore the best way forward as it would be important for there to be a tri-Service position on the future purpose of the JSHAO.

7. The SPB had endorsed the PEP paper and was clear that the project should focus on removing disadvantage for spouses, with childcare being a key issue. A review of cohabitation policy was underway to look at removing the restriction of current policy in this area, with an initial first step focussing on opening this up to PStat Cat 2 SP (as they already had an entitlement to SFA), but also scoping the possibility of extending entitlement more widely to address the needs of the C21st family. The review would be consultative throughout the process.

Item 4 – DIO Ops Accn Update (slides attached)

8. DIO Hd Ops Accn reported that his area would be renamed 'Service Delivery Accommodation' to better reflect that they were a subset of the delivery arm of the organisation. A date for the change had yet to be confirmed. The **enhanced operating model** was working to a certain extent, but a new structure was required to manage the delivery of the NHP and in recognition of the fact that 60% of staff would be contracted out as a result. Recruitment activities, to meet current under manning, continued with agreement that full external recruitment could now commence. He confirmed that the management of the overseas estate would reside with DIO SD Overseas under

The new **DIB Accommodation SG** would be chaired by Min(DPWW), with Fam Feds being invited to be non executive members. He felt that it was important for the nomination to come from the Minister, and the Fam Feds undertook to contact the SG officer

on this and to confirm the date of the first meeting.

9. He reported that on average, between [redacted] was being spent, UK wide, to **enhance SFA 'move-ins'** [redacted] had been allocated to this from the upgrade funding. He undertook to provide members with the list of enhancements. It was noted that the **adaption** process was difficult, not least because of the time it took to provide an OT report. A decision had therefore been taken to contract for OT in order to speed up the process. With effect from 1 Oct, all **barrack damages** would be recovered via JPA. A DIN would be published week beginning 23 Sept alerting SP to the new arrangements.

[Post meeting note: The DIN has since been published – 2013DIN01-188.]

10. The **Customer Charter** had been issued, but ways to make it more user friendly were being investigated. He reported that the **SLA MIS** was important for the proper management and maintenance of SLA. The DIB was scheduled to sign off the roll out plan in the first week of Oct. Results from the first quarter of the **Customer Satisfaction Survey** (compiled by Measurement Evaluation Learning (MEL)) showed significant dissatisfaction with: the service provided by DIO and its contractors; the way repairs and maintenance were undertaken; and whether DIO listened to the views of its customers and acted on them. He felt that there was a clear requirement to conduct a deep dive into these findings to better understand the reasons behind them. He was content for the Fam Feds to publish the findings on their website, but it should be made clear that DIO were taking steps to address the issues identified.

Item 5 – MHS Update (slides attached)

11. MD MHS presented on MHS performance KPIs. Overall customer satisfaction had improved and customer complaints were reducing. In light of the MEL survey reported on above, there was a clear need to understand the gap in customer satisfaction when compared to that reported by MHS. The Fam Feds questioned the characteristics of a complaint, ie when was a complaint a complaint? MHS explained that an individual would need to state they wished to make a complaint for it to be recorded as such. Members noted that it was conceivable that not all those who may be dissatisfied with the service would wish to generate a formal complaint. MD MHS reported that although they had not had time to progress the education piece on repair responses (to help manage family expectations) stage 1 complaints were down considerably. Fam Feds reported that there remained a postcode lottery. In some area repairs were properly undertaken and in others this was far from the case. This was noted by MHS in view of the 2% increase in complaints for London. The biggest dissatisfaction factor was recognised as the lack of communication. Work was in hand between MHS and DIO to address this.

12. The number of 'red carded' properties was decreasing and the production of the information by Service had not revealed much difference between the three. DIO Ops Accn-ES stated that the legal review was still awaited in the next couple of weeks. Thereafter, the process document would be circulated to members.

13. MD MHS reported on some improvement initiatives, including the model developed to better understand customer perception of their core works (roofing, refits of kitchens and bathrooms, etc) although it was currently in its infancy. He confirmed that all CAPs were operational and the plan was to review their impact after a period of time.

Item 6 – National Housing Prime (NHP) Update (slides attached)

Fam Feds


DIO Hd Ops
Accn

DIO Ops Accn-
ES

<p>14. DIO Hd Ops Accn provided the update on the NHP and the position of the programme, highlighting that the roll out programme would be a massive undertaking for which a sound communication plan would be paramount. Fam Feds requested sight of the comm's material so that they could feed in any appropriate tailoring for families.</p>	<p>DIO Hd Ops Accn</p>
<p><u>Item 7 – User Update</u></p>	
<p>15. The Chair noted that the Navy Housing Col had provided a list of SLA issues for consideration. These would be reviewed in time to inform the next meeting.</p>	
<p>16. Army Pers reported that an MOU between Sp Cmd and DIO, on various data requests, was in hand. A similar MOU would exist for the other two Services. She reported an issue with accessing DIO KPI data on the website (difficulty opening) and suggested that it would be useful if the most recent KPI data appeared first.</p>	
<p>17. Air COS SO1 requested confirmation of what and when occupants were told about the existence of asbestos in a property. It was important that they were given clear guidance. DIO Ops Accn-ES believed that this guidance occurred at 'move'in', but undertook to confirm.</p>	<p>DIO Hd Ops Accn</p>
<p>18. Navy Fam Fed stated that housing remained a top issue for them. However, she was increasingly pleased with the strong comms relationship established with MHS and DIO for early intervention when things were not going so well. She offered to provide training to HASC staff to explain the role of their welfare specialist if this would be helpful. The news of a contract OT was welcomed and a comms piece detailing access to it would be useful information for families.</p>	<p>DIO Ops Accn- ES</p>
<p>19. RAFF reported less housing casework, but housing was increasingly part of more complex welfare cases. They had also seen an increase in general inquiries because the 'gov.uk' sites were not user friendly. They were also beginning to experience an increase in overseas issues (Spain and Germany in particular) which they felt was linked to the reducing levels of support overseas.</p>	<p>DIO Hd Ops Accn</p>
<p>20. Army FF asked for clarification on who decided whether a complaint was escalated, and noted that it was the responsibility of the individual to own the complaint and make decisions on its escalation.</p>	
<p><u>Item 8 – Other matters outstanding</u></p>	
<p>21. There were no matters outstanding.</p>	
<p><u>Item 9 – Any other business</u></p>	
<p>22. Air COS SO1 wished the minutes to record the good working relationship now established with the HASC. There was a gradual appreciation of the role of SSAFA, although managing expectations continued to be important.</p>	
<p><u>Item 10 – Date of the next meeting</u></p>	
<p>23. The next meeting will take place on Thursday 30 Jan 2014 at 10.45. Venue will be confirmed in due course.</p>	

Prepared by:
{Signed on Original}

Approved by:
{Signed on Original}

 C Pusey
Mrs
ADF Sec
Military Network: . . .

Ms
ADF Chair
Military Network. . .

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Chair Naval Families Federation

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JFC-J1-Pol-SO1

Sp Cmd HQ-Pers SO1

DIO ODC-LMS OS AH

DIO Ops Accn-BM Sec



Defence Infrastructure Organisation

Accommodation Delivery Forum
Brigadier Martin Boswell

17 Sep 13

Organisation

- Re-name: 'Ops Accommodation' to 'Service Delivery Accommodation' date tbc
- Enhanced Operating Model 29 Apr 13
 - Issue: re-design to manage the National Housing Prime
 - Issue: recruitment to backfill circa 20% of staff is ongoing
 - Issue: retention of Housing Officers & HASC
- Management of Overseas SFA
 - Now vested with DIO SD Overseas

Transformation

- DIB Accommodation Steering Group, chaired by Min(DPWV)
- Total Patch Management by 31 Dec
- Up-skilling of DIO Staff to Chartered Institute of Housing, Certificate in Housing Practice, Level 3
- Improvement of SFA Allocation System
- Enhanced Move In Standard
- Optimise SFA Adaptation Process
- Recovery of Barrack damages wef 1 Oct

Upgrade

- SFA Upgrade (13/14 investment more than offsets impact of first year of 3-year funding pause ())
 - Centre Budget Uplift and DIO Uplift
 - Upgrades & Enhanced Move In package
 - SFA Capital Purchase Programme
 - Budget Uplift (brought forward as part of programme that purchased 703 new SFA in 12/13)
 - Financial Year 13/14 details tbc

Process

- 'Your SFA Customer Charter'
- Formal notification of 'Red Card'
 - Working together to achieve entry for statutory inspections
- 'Flag' system
 - Identifying properties (by a flag) where the potential for physical / verbal attack is high.
 - Training staffs in managing difficult situations
- Single Living Accommodation Management Information System
 - Initial Operating Capability Apr 13

Customer Satisfaction

- Overall, 74% of customers are satisfied, and 14% dissatisfied, with the service provided by DIO Ops Accommodation and its contractors.
- 83% of customers are satisfied, and 11% dissatisfied, with the rules that govern entitlement to SFA.
- 78% of customers express satisfaction with the overall quality of their home, while 15% express dissatisfaction.
- 87% of customers are satisfied, and 8% dissatisfied, with the SFA estate as a place to live. Notably, this is the highest level of satisfaction and lowest level of dissatisfaction expressed for all of the eleven aspects rated in this survey.
- 76% of customers are satisfied, and 15% dissatisfied, with the upkeep of communal areas.
- 86% of customers are satisfied, and 10% dissatisfied, with the value for money that daily occupancy charges provide.
- 77% of customers are satisfied, and 18% dissatisfied, with the arrangements for allocating SFA.
- 80% of customers are satisfied, and 14% dissatisfied, with the way the 'Move In' is dealt with.
- 62% of customers are satisfied, and 24% dissatisfied, with the way the contractor deals with repairs and maintenance issues. Notably, this is the highest level of dissatisfaction expressed for all of the eleven aspects rated in this survey.
- 84% of customers are satisfied, and 12% dissatisfied, with the way the 'Move Out' is dealt with.
- Only 57% of customers are satisfied, and 21% dissatisfied, that DIO Ops Accommodation listens to views and acts upon them. Notably, this is the lowest level of satisfaction expressed for all of the eleven aspects rated in the survey.

National Housing Prime

Accommodation Delivery Forum

**National Housing Prime
Brigadier Martin Boswell**

17 Sep 2013

NEXT GENERATION ESTATE CONTRACTS

National Housing Prime

Programme

- Main Gate Business Case approved
- Tender issued 23 Aug 13 (return on 30 Sep 13)
- Treasury Review Note to IAC/HMT Dec 13
- Contract Award Mar 14 tbc
- In Service Date roll-out tbc
 - Scotland & Northern Ireland In Service Aug 14
 - Central Sep 14
 - SE Oct 14
 - SW (final) Nov 14

NEXT GENERATION ESTATE CONTRACTS

National Housing Prime

Communications

- Occupant and stakeholder communications to start at Contract Award when we will know what the outsourcing options are
- However, Trade Union consultation document outlining the potential outsourced structure is due to be issued before Christmas

NEXT GENERATION ESTATE CONTRACTS