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6 Feb 12

JCB Members

MINUTES OF THE DEFENCE HOUSING JOINT CUSTOMER BOARD MEETING HELD IN MOD MAIN BUILDING ON TUE 31 JAN 12

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

Serial (a)	Item (b)	Action (c)
1	INTRODUCTION 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 6 Oct 11 were agreed.	
3	MATTERS ARISING 3.1 (Item 3.2) DIO Ops Accn to review dates for roll out of Area Accommodation Plans. Action closed – update on Basing Optimisation Programme to be added to future agendas under DIO Hd Ops Accn update. 3.2 (Item 3.3) SCW to produce a proposed draft of JCB KPIs. Action closed – it was agreed that the Housing Forum KPIs were considered to be sufficient. 3.3 (Item 3.5) SCW to take action through the LAWG on the guidance in the Form 1132 about first and second offers. Action ongoing – this was currently being considered by the LAWG. The Chair directed that this issue should be closed by the next JCB.	

	<p>3.4 (Item 4.2) DIO DHd Ops Accn to distribute the Customer Assistance Points (CAP) Terms of Reference (TORs) to the JCB members. Action closed. Chair NFF requested that the CAP trial was added as a standing agenda item under the DIO Hd Ops Accn update.</p> <p>3.5 (Item 4.4) DIO DHd Ops Accn to distribute a breakdown of the management margins between regions. Completed - action closed.</p> <p>3.6 (Item 4.5) Accom Pol C2 to coordinate a revised Joint Housing Action Plan (JHAP) based on input from JCB members. Action closed – covered in serial 5.</p> <p>3.7 (Item 4.6) PS4(A) to provide a formal response on the outcome of the Interim Grading Solution pilot by the end of 2011. Action ongoing – PS4(A) awaiting correct condition data from DIO. The Chair requested that DIO Hd Ops Accn and AD PS4(A) discussed the issue OOC and resolve by the next JCB.</p> <p>3.8 (Item 4.7) DIO DHd Ops Accn to email Hd SP Pol SCW about the impact of disestablishment of OSRs on provision of furniture and equipment. JSP 915 promulgated on 12 Dec 11 and DIO Soft FM have subsequently issued guidance - action closed.</p> <p>3.9 (Item 4.8) AD PS4(A) to investigate staffing levels in the Joint Service Housing Advice Office (JSHAO). AD PS4(A) reported that the JSHAO was still under complement, but that JCB intervention was not needed - action closed.</p> <p>3.10 (Item 7.1) Hd SP Pol SCW, D Infra and DIO DHd Ops Accn agreed to discuss the possible usefulness of the draft D Infra Housing URD with the NHP Project Manager. This had been considered further following the last JCB and concluded not to be necessary - action closed.</p>	
4	<p>UPDATE FROM HOUSING FORUM</p> <p>4.1 DIO Hd Ops Accn briefed the meeting on key issues raised at the Housing Forum on 11 Jan 12, the minutes of which were distributed on 30 Jan 12. The Allocations Service Review (ASR) was on target for Apr 12, with the collocation of the Housing Information Centres (HICs) into the Housing Allocations Service Centre (HASC) on track. The first HICs scheduled to draw down would be York and Rosyth, with any staff left in the HICs being used to assist with local issues such as Barrack Damages. The Chair queried what the plan would be should the HASC collocation target date of Apr 12 slip. DIO Hd Ops Accn briefed that the Defence Estates Executive Committee would be requested to approve more temporary staff to augment those HICs losing staff on VERS. The JCB were assured that during the transition period, KPI data would still be available on a monthly basis so that all parties could monitor service levels.</p> <p>4.2 DIO Hd Ops Accn confirmed that work was ongoing to ensure that the e1132 form could be linked to an external email address and it was due to be in place by Feb 12. The Self Preference system was proceeding according to plan with the first user testing due in early Mar 12. CE DIO was due to confirm a go/no go by end of Mar 12 and if successful, was due to be implemented in Apr 12. The AFF</p>	

	<p>and NFF Chairs queried how the validity of the information on the form would be confirmed when the form was not required to be approved by the Chain of Command (CoC). DIO Hd Ops Accn assured the meeting that audit checks would be carried out with one HASC, there would be a more effective internal audit process. DIO would also monitor the take up rates of larger SFA to ensure that SP were not trying to apply for a larger houses than they were entitled to. AD PS4(A) agreed to consult with the Army CoC to see if there were any concerns about soldiers abusing the e1132 system.</p>	AD PS4(A)
4.3	<p>DIO Hd Ops Accn informed the meeting that a communications plan and toolkit for the ASR would soon be distributed and assured the Chair that he would advise the Board if this would not be published by 3 Feb 12.</p>	DIO Hd Ops Accn
4.4	<p>DIO Hd Ops Accn briefed that work was ongoing with the transfer of responsibility for SFA in Germany from the Army to DIO. A 'Dear Colleague' letter had been distributed to all staff in Germany and a target date for the transfer had been set as 1 Apr 13, with a stretch target of 1 Oct 12. Once the Germany transfer plans were in place, DIO would liaise with PJHQ over the PJOB SFA stock. The Germany transfer would need to be carefully managed as there was a need to separate housing allocation and delivery staff, some of whom also had community responsibilities. The intent was that the allocation work would remain with Germany based staff, with consideration of the Self Preference system being given in future.</p>	
4.5	<p>The JCB was updated on the forthcoming House of Commons Defence Committee (HCDC) Oral Evidence session. D SP Pol, COO DIO and DIO Hd Ops Accn would be attending the session, with D Infra in attendance on behalf of the user community. The Chair noted that if any issues were raised on the Overseas estate then the HCDC Chairman would be offered a note OOC and PJHQ would be consulted on the response.</p>	
4.6	<p>DIO Hd Ops Accn outlined the Management of SLA paper, currently on circulation, which considered the possibility of having a single process and database, with the potential for better Management Information. When the paper had been agreed, it was requested that SLA issues be reviewed by the JCB, as at present there was no governance structure to support it.</p>	
4.7	<p>Chair NFF requested that if DIO Ops Accn had to slip any implementation dates for the ASR or HASC that the Families Federations were made aware at the earliest opportunity as they could facilitate with informing SP and families. DIO Hd Ops Accn agreed to keep the Families Federations informed. He notified the JCB that the NHP contract award date had been delayed. A 'Dear Colleague' email had recently been sent to all staff. DIO Hd Ops Accn agreed to forward this to the Secretary for distribution to all JCB members.</p>	DIO Hd Ops Accn
4.8	<p>D Infra queried whether the SFA upgrade funding pause was a threat to the DIO policy of only allocating SFA above S3fC. DIO Hd Ops Accn confirmed that this was not currently considered to be a threat but that the current stock would need to be maintained sufficiently to defend this line.</p>	

	<p>4.9 PJHQ CEStO Hd queried whether DIO had been communicating with the SAPT team about the prioritisation of core works programmes. DIO Hd Ops Accn confirmed this. He said it was DIO's intention that DIB members would get the infrastructure plan they had requested. The DIO planning assumption was that the previous programme funding for SFA would be reinstated after the three year pause. The refurbishment programme was now available on the intranet.</p>	
5	<p>JOINT HOUSING ACTION PLAN</p> <p>5.1 The Chair briefed the JCB that the Joint Housing Action Plan (JHAP) had recently been refreshed, following an action taken at the last JCB. Significant amendments or suggestions had not been received from the majority of users. The Chair therefore asked the JCB members whether they still saw value in the JHAP and whether they judged it was still required.</p> <p>5.2 It was agreed that the JHAP in its current state was not of value, given that the majority of key issues were now sufficiently addressed at the Housing Forum, with reporting by exception to the JCB. The JCB agreed that it would in future utilise the Housing Forum Action Grid as required, supplemented by any separate material to monitor DCDS (Pers & Trg) led activities, such as the interim grading review work.</p>	Accom Pol C2
6	<p>UPDATE ON THE FUTURE ACCOMMODATION PROJECT (FAP)</p> <p>6.1 DCDS (Pers & Trg) DHd FAP briefed the JCB on the ongoing work of the FAP. He advised that the Accommodation guiding principle was still being considered by the NEM Steering Board. Three Courses of Action (COA) were being considered by the NEM: Respond, Reform or Transform.</p> <p>6.2 Chair NFF noted that the NEM focus groups would have very limited input as there were no home owners or overseas SP included. AD PS4(A) requested that the CoC were engaged in addition to the Families Federations. All JCB members noted that there had not been a FAP Working Group for some time, which DCDS (Pers & Trg) noted. Fleet DN Pers WS DACOS noted his concern about the lack of clarity to the coherency of the different NEM strands and no clear outline of decisions made. RNIO Hd summarised the meeting's concerns that the lack of clarity might result in a planning blight.</p>	
7	<p>HOUSING UPDATE – OVERSEAS, SINGLE SERVICES AND FAMILY FEDERATIONS</p> <p>7.1 PJHQ CEStO Hd informed the meeting that the new Joint Force Command (JFC) formation would stand up on 1 Apr 12, with CTLB and PJHQ merging. He advised that he would continue to represent JFC Infra at the JCB, with CTLB Estates Hd's post moving into the SAPT.</p> <p>7.2 Chair NFF noted that the housing enquiries they had received had risen to 32% in Nov/Dec 11 compared to Nov/Dec 10. Of this, 40% were related to entitlement and the "Why can't I?" questions. Maintenance and repair issues had decreased but this could be due</p>	

	<p>to the warm winter so far. Chair NFF noted that due to the forthcoming transition to FAP, it was becoming more difficult to query issues that families raise as there was a lack of clarity about the future and this was making their job harder. The JCB was informed that Portsmouth City Council had recently engaged with the NFF and were keen to understand if there was any possibility that Local Authorities (LAs) could take up void SFA.</p> <p>7.3 Chief Executive AFF briefed that housing enquiries had decreased to 45% in the last quarter. Whilst the MHS performance statistics had improved, they were still not perfect. It was noted that the AFF had some major concerns about the changes to the HICs/HASC and resultant staffing levels over the summer churn period, in particular that the message was communicated to families that they could refuse an SFA if it was not up to standard.</p> <p>7.4 Housing Officer RAFFF noted that their key issues were allocations and the entitlement "Why can't I?" questions. A query was also raised over the impact on CEA claims if an SFA was turned down for personal reasons. Air Cmnty Spt DACOS agreed to raise this question with the RAF Pay Col and the Chair directed that his staff engaged with DCDS (Pers & Trg)</p> <p>7.5 Fleet DN Pers WS DACOS expressed his concern about the gapping of housing staff at a local level. DIO Hd Ops Accn assured the meeting that a DIO process was in place to periodically review which posts would need to be filled with temporary staff over the forthcoming period.</p> <p>7.6 AD PS4(A) also expressed his concerns about the HASC and allocations staffing levels and repeated his request that the CoC was constantly informed and engaged. The Chair urged all JCB members to encourage engagement with the user testing of the e1132 and Self Preference service to confirm its ability.</p>	<p>Air Cmnty Spt DACOS / Accom Pol C2</p>
<p>8</p>	<p>AOB</p> <p>8.1 The Chair offered his thanks to [REDACTED], [REDACTED] and the Secretary, who were all attending their last JCB before leaving the MOD.</p>	
<p>9</p>	<p>DATE OF NEXT MEETING</p> <p>9.1 The attendees were requested to note the date of the next meetings:</p> <ul style="list-style-type: none"> • Wed 13 Jun 12 1400-1600 • Tue 16 Oct 12 1400-1600 	

(SIGNED ON ORIGINAL)

[REDACTED]
DCDS Pers Accom Pol C2

10/10/12