

LOOSE MINUTE

SP 05.04.08.05.01

31 Jul 2009

JCB Members

MINUTES OF DEFENCE HOUSING JOINT CUSTOMER BOARD MEETING - MAIN BUILDING - WED 10 JUN 2009

Present	Mr Gavin Barlow Air Cdre Elaine West [REDACTED] [REDACTED] [REDACTED] [REDACTED]	D SP Pol DE/D Ops Housing D RNEO (RN CEStO) & Rep DACOS DNPERS W&S. LF Col PS4(A) DACOS Cmnty Spt (RAF) Asst Hd Pers SCW Accom, Families & Welfare RAF CEStO/RAF Infra Rep CEStO PJHQ Rep DACOS LAND AIO Infra Dev (CEStO) Chairperson NFF Chief Executive AFF Chairman RAF FF DE&S D Facilities-Infra Strat (CEStO) DE/COS Ops Housing Pers SCW Accommodation Policy Pers SCW Accom Pol	Chairman Sec
Apologies	Air Cdre Alan Opie [REDACTED] Mr Gary Lewitt [REDACTED] [REDACTED] [REDACTED]	DE/D Ops International DACOS DNPERS W&S. Rep RN CEStO Hd SP Pol SCW DCDS Pers LA Prog DACOS LF AIO Infra Dev (CEStO) PJHQ CEStO DE/Ops Housing RAF HXO Rep Centre TLB CEStO	

ITEM 1 – INTRODUCTION AND WELCOME	ACTION
1. The Chairman welcomed everyone, acknowledging that it was the first meeting for a number of people, [including himself].	
ITEM 2 – MINUTES OF THE LAST MEETING	
2. Minutes from 29 Jan 09 were accepted subject to a correction to para 12. CE AFF recorded that the end of the 3 rd sentence should read ‘risen from 4 to 25% of all housing issues’. (Sec Note – record amended).	
ITEM 3 – MATTERS ARISING (action points from 29 Jan 2009)	

3. (Paras 6&7) Grading Review (GR) The update article was withheld awaiting publication of NAO report and Stock Condition Survey. The Dept was proceeding with papers, to SEDG for data collection and storage within EPT (Estate Planning Tool). A separate paper to SPB would be invited to endorse criteria for the new process, agree an option and implementation, accepting that the data collection was not complete, and it was not yet possible to gauge how many occupants would be paying more or less for their accommodation. Data awaited included overseas elements, some 4-8k of SFA in UK and OEE (Overall Estate Environment) and scale for SLA. Personnel living in flats (e.g. BFG) had been included. It was recognised that this could lead to further delay, and that implementation of a new system would be complex. The Armed Forces Pay Review Body would need to be involved and it was estimated that the earliest a new system could be introduced would probably be 2012.

4. In addition to the article, the Fam Feds and Housing Cols welcomed a suggestion that an update briefing be held.

Action: SCW AFW to arrange briefing. *Post meeting note – Briefing date arranged 21 Sept 08.*

SCW

5. (Para 8). Action complete.

6. (Para 9) Key Targets & Grading Review. Covered by AFW at para 3 and D Ops H under Item 5.

7. (Para 11) Estate Agency details. Flyers with photos still to be produced based on condition survey detail, but without floor plans. The aim would be to issue them when allocating is made, with 25% of allocations by the Autumn and 50% by the end of the year. A web-based facility connected to JPA could be a possibility but this would be some way into the future.

8. (Para 12) Family Definition. The Dept was looking to scope the family definition. Some work was already progressing through the LAWG in relation to entitlements for extended families. The options, priorities and cost would need to be considered. The RAF-FF series of 20 interactive workshops would include questions that might help influence work with results available at the end of the year.

9. (Paras 16, & 18) Demand Calculators. Action completed. & Living Accommodation

10. (Para 19) Covered by D Ops H under Item 5.

11. (Paras 25 (Cuckoo note), 26 Upgrade Programme, 29 Housing Update Overseas, 31 Housing Update Single Services & 36 Matters to be raised at DESG/SPB. Action completed.

12. (Para 27) Housing Update UK – Management Margins – All housing providers have reported coherency in calculating the margin for voids (empty) properties.

ITEM 4 – REVIEW OF ACCOMMODATION ISSUES LIST (AIL)

13. (Serial 4) LSAP. The Chairman explained that LSAP was not currently included in PR10. If enough saving measures were available it might be considered but was not the highest funding priority.

14. (Serial 4) HOPS. There were some difficulties between MoD and HCA but the Chairman reassured the meeting that the issues were not insoluble.

15. (Serial 8) Grading Review. This had already been covered at para 3 although the 'end-state' work required would need to be prioritised within the wider context of the Joint Schedule (i.e. work identified that which will take longer than 10 days to complete). The Chairman added that he would be working through the schedule this summer.

16. (Serial 19) NAO Study. Since the PAC hearing, the Dept was awaiting official release of the PAC recommendations.

ITEM 5 – HOUSING UPDATE – UK.

17. Strategic Planning. Steady progress was being made. The importance of liaison with TLBs and IPTs to ensure consideration of accommodation requirements within projects (e.g. Borona) was stressed. Where extant projects had not considered accommodation issues it was recognised that they would need to do so.

18. Accommodation Plans. These would show the current stock and would help identify future requirements. With CEStO input Ops H would be better placed to target areas for upgrade. Housing Delivery Groups (e.g. at Brize Norton) would consult the 'occupants' with a view to getting their buy-in. The same would apply to other projects such as Borona and at Faslane. This was still a problem area but the foundations were now in place. Where smaller units were concerned, CEStOs had been asked to provide relevant information.

19. Core Script. This was being developed to ensure everyone had consistent information.

20. Stock Check. Targets had been applied within the Void Surge Programme and 1,600 voids had been returned since Oct 08 which should help reduce the reliance on SSFA. The work was ongoing but it was accepted that Fam Feds continued to take calls about empty properties, and that HICs would not know why particular properties were void. Quick-win (e.g. new carpet) voids had been tackled and the next focus was on those with major problems such as fire-damage or subsidence, although

the latter could lead to demolition. Separately a DE-Ops Housing programme continued to identify 'Cuckoos' through JPA. .

21. Condition Survey (SC). DE Ops Housing had conducted a condition survey of some of the UK Housing Stock and reported to Parliament on the findings at the same time as release of the NAO report. Of 48,000 SFA in the UK, some 4,000 were still awaiting survey but the data would be made available when complete. Condition data for each property that had been surveyed was stored on the MHS 'Works Manager' system but had not yet been transferred onto the Ops Housing's 'Anite' database. The earliest the data, therefore, would be available would be Sep 09. The differing figures for Standard for Condition (SfC) were raised but those provided for the PAC following the NAO report should be used until such time as a full transfer and assessment of all the data had been completed.

22. Complaints (UK SFA). Stage 1&2 of the complaints process was being reviewed by Ops Housing. To deal with a backlog of those at Stage 2 of the process, staff from MHS would be embedded within DE, with tangible results expected in July.

ACTION – D Ops Housing to ensure new process working by Sep 09

D Ops H

23. Patch Management (PM). A plan to develop PM utilising Technical/Housing Officers/HICs was in hand. Implementation of current Move-in standards needed to be improved and statistics for failures were now being collected. From the customer interface perspective Housing Officers would be available via the HICs but would also be walking the SFA patches.

24. Cleaning Service. This began in March and was being gradually rolled out although take-up had already exceeded expectation. It would also be available to occupants with pets and the process for this was being developed.

25. MHS Helpdesk. Consideration was being given to splitting the helpdesk between the MHS Zones to enable staff to get to know the housing patches and to enable HIC staff to establish a rapport with MHS. Occupants would call the same helpdesk number but would be directed to MHS staff who should be more familiar with SFA patches.

26. Learning From Experience. The report was reviewed on 9 June and would be re-issued.

ACTION - D Ops Housing offered to draft article about LFE report for Family Feds

D Ops H

27. PDA's and Missed Appointments. There were currently about 400 missed appointments per week caused by both the contractor not turning up and the occupant not being available. D Ops Housing confirmed that it

<p>would not be possible to define further the period for an appointment beyond 'a.m. or p.m.' However, with the development of patch officers (para 23) it could be possible for them to act as proxy for occupants in certain circumstances e.g. back garden access. The benefits for occupants and DE-Ops Housing being derived from the use of PDAs was clear, the transparent process would enable poor performance by contractors to be identified.</p>	
<p>28. <u>Adaptation of SFA</u>. The Family Feds requested a list of the nominated staff in each HIC who dealt with special needs. Pers SCW (Accom Pol) requested a copy of the terms of reference for the role.</p> <p>ACTION: D Ops Housing to provide.</p> <p>29. <u>Customer Satisfaction</u>. Statistics in the PIs and the NAO report suggested people were less satisfied with the move-in process. D Ops Housing felt that real in-roads were being made and requested JCB support to help balance the viewpoint. D Ops H requested that she be provided with feedback both positive and negative about staff attitudes across the estates.</p> <p>ACTION: Fam Feds to comment to D Ops Housing as necessary.</p>	<p>D Ops H</p> <p>Family Feds</p>
<p>ITEM 6 – HOUSING UPDATE – OVERSEAS</p>	
<p>30. Work on parallel SFA condition data was complete for Gibraltar. Disappointment with performance of the new maintenance contract (Serco) continued and a get well programme had been introduced. The Family Feds visited the Gibraltar Command on 9 Mar and also spoke with residents. As a result of encouragement to report problems by the FFs the number of housing related complaints from residents had increased.</p> <p>31. In Cyprus the accommodation programme was unaffordable, but SFA improvements that could be made in the short term would be made, noting that much of the stock was below standard. A Board of Inquiry into a recent fire in one of the properties assessed that it was not as a result of electrical safety failure, The properties were safe for occupation but electrical safety issues were more related to how occupants used electrical items in a property.</p>	
<p>ITEM 7 – HOUSING UPDATE – SINGLE SERVICES</p>	
<p>32. <u>Army</u>. The progress of an SLA prioritisation paper was raised. SCW AFW requested that the paper be re-submitted.</p> <p>ACTION: Army Housing Colonel.</p> <p>33. <u>RAF</u>. Considered the JCB was a useful forum to refer to, when dealing with Unit related matters More detail relating to the Learning From Experience report would be helpful. Sec Note – Single Services can request LFE report details directly from DE- Ops Housing</p>	<p>Col PS4</p>

34. RN. Supported strategic plan sharing and noted the timeframe to make stock condition data available. On HIC performance, feedback received about the Aldershot HIC was that it was not improving. The Allocations staff were unfamiliar with the patch layout and styles of the Portsmouth housing stock which hindered matching Service Personnel's application preferences and circumstances. D Ops Housing added that the issues with Plymouth and Portsmouth were being investigated. The issue of mould was raised in relation to MHS attitude when an occupant reported a problem. It had generally been put down to lifestyle and heating/ventilation habits and little was done to investigate the problem or advise the occupant.

ACTION - D Ops Housing to ascertain what advice is given to the occupant by MHS.

D Ops H

35. NFF – 36% of all issues (MHS & DE) were housing related. Of those 44% were about entitlement and eligibility. D Ops Housing noted anecdotal evidence that some families had older children wishing to remain at home, while others were selling their homes and moving back into SFA. The NFF had noted that while some people were using SFA for the first time others were on 2nd and 3rd marriages. Separately there was a view that the provision of SFA was affecting retention Anecdotal evidence was that some people were leaving the Services because of the poor standard of condition of some SFA.

36. RAF FF – 46% of issues were related to allocation/entitlement. It appeared that people were now challenging their allocation. Single Service legacy issues had led to equivalent ranks having different entitlements; to regularise this would be unaffordable and to lower an entitlement was unacceptable. The DE Customer Board and meetings with CD/DE provided a good opportunity to raise issues. In response to an enquiry about policy on outbuildings (sheds) it was confirmed that there was no entitlement to them. D Ops Housing, however, agreed that where old coal 'sheds' were knocked down and replaced, or PFI properties were provided with similar outside storage, replacement/repair would be on a case by case basis.

37. Army FF – allocation/entitlement issues were also of concern. Would separately provide statistics collected on repairs and maintenance issues to D Ops Housing. Noted that the advance upgrade work was not new money and that future projects could be affected as the money was paid back. D Ops Housing reassured the JCB that she would try to ensure this did not happen. The Chairman commented that the entitlement/family definition issue would be taken forward in due course. Affordability and other aspects e.g. allowances would be considered but all would be involved.

ACTION: CE AFF to provide stats for D Ops H as above.

AFF

<u>ITEM 8 – MATTERS TO BE RAISED AT DESG/SPB</u> 38. The Grading Review was an ongoing matter for these committees	
<u>ITEM 9 – ANY OTHER BUSINESS</u> 39. LAND AIO Infra clarified that a timeframe for receiving details of the 2012 upgrade programme would be needed.	
<u>ITEM 10 – DATE OF NEXT MEETING</u> 40. The next JCB would be held 16 Oct 09 at 1030 hrs, in Main Building , room 5.3.8. (All


DCDS Pers Living Accom Pol C2
7.C.11 MB

Distribution: As attendee list/'apologies' list and others where represented.