



MINISTRY OF DEFENCE

Defence Infrastructure Organisation

<u>Item</u> (a)	<u>Discussion and Decision</u> (b)	<u>Action</u> (c)
<p>2 Matters Outstanding</p>	<p>3. The Chairman referred to the update of Matters Arising from the previous meeting (see Attachment 1). Discussion took place on each of these:</p> <p><u>Serial 1</u> - DCDS Pers Accm Pol C1 confirmed regular updates had been provided on the House Purchase Scheme, and these would continue, including details of this year's allocation. Closed.</p> <p><u>Serial 2</u> - DCDS Pers Accm Pol C1 confirmed the Single Services had agreed the [redacted] and a 'go live' date of 1 Aug 11 was planned for the introduction of a voluntary Tenant Liability Scheme (TLS). The Chairman welcomed this news, and said it was now important that DCDS, DIO, TLBs and FFs worked together to communicate it effectively to Service Personnel (SP). This may involve an amendment to the existing Licence to Occupy, together with an explanatory letter issued at move-in or mid-occupancy to SP on both this scheme and Barrack Damages (see Serial 4).</p> <p><u>Serial 3</u> – MD MHS said the workshop to better manage customer expectations of the INW process had proved beneficial. Staffs at the MHS Helpdesk were now better prepared to manage unrealistic expectations for requests for works outwith the current contract. Closed.</p> <p><u>Serial 4</u> – Whilst welcoming the issue of the schedule of rates for Barrack Damages, HQ LF D Infra SO1 Living Accm said it was a complex document which would benefit from both refinement and explanation. At the suggestion of HQ LF AD PS4(A), the Chairman agreed a communications piece on Barrack Damages should be linked with TLS (see Serial 2). In further discussion, the Chairman agreed the recent audit¹ would provide an opportunity for DIO Ops Accm to scope with SPVA the possibility of recovering Barrack Damages directly from pay via JPA.</p> <p><u>Serial 5</u> – The Chairman said the 11/12 SFA disposal programme would be considered in the light of SDSR Estate Rationalisation (expected June 11).</p> <p><u>Serial 6</u> – MD MHS said recent changes to the supply chain in both London and South East had resulted in improved performance and would be monitored closely. Closed.</p> <p><u>Serial 7</u> – The Chairman reiterated that robust governance arrangements were now in place, and these provided the best mechanism for addressing local concerns. Closed.</p>	<p>Asst Hd Ops Accm (BM) to lead with support from DCDS Pers Accm Pol C1</p> <p>Dep Hd Ops Accm (HD)</p> <p>Asst Hd Ops Accm (BM)</p>

¹ DIA Internal Audit Report dated 7 March 2011 on Defence Estates Allocation [redacted] for [redacted]



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	<p><u>Serial 8</u> - DCDS Pers Accm Pol C1 said a report on the pilot schemes for the new interim grading solution was required by SPB by Dec 2011. HQ LF AD PS4(A) agreed to provide an update on the pilot scheme at the next meeting.</p> <p><u>Serial 9</u> – It was agreed this serial had been actioned, and could be closed.</p> <p><u>Serial 10</u> - Dep Hd Ops Accm (HD) confirmed regular discussions took place with the CofC over 'cuckoos'. Closed</p> <p><u>Serial 11</u> - Dep Hd Ops Accm (HD) said it was now incumbent on MHS Technical Officers to remedy any minor issues picked up at Move-In within 14 days. It was confirmed MHS only track statistics on those properties on which significant defects are reported at Move-In. Closed.</p> <p><u>Serial 12</u> - DCDS Pers Asst Hd AFW advised an options paper had been circulated which set out proposals for the future use of As this was no longer an SFA issue, it was agreed it should be closed.</p> <p><u>Serial 13</u> – Regional information was now being provided on the Monthly Progress Report. Closed.</p> <p><u>Serial 14</u> – MD MHS reported the agreed recovery plan had ensured Pre-Payment Cleaning performance reached a satisfactory level. Housing Specialist AFF confirmed no complaints had been received. Closed.</p> <p><u>Serial 15</u> - Air Cmd Spt DACOS said work on RAF SFA 'opts out' had been subsumed within other studies covering wider personnel issues. It was unclear when the wider study results would be known but regular updates would be provided.</p> <p><u>Serial 16</u> – The Chairman reported he had investigated the apparent downgrade of a BLH SFA Grade for Charge because of the location of a bus stop. It had transpired there were several reasons to support the downgrade, of which the bus stop location was one. However, this case highlighted the lack of standardisation in the overall process. Closed.</p> <p><u>Serial 17</u> - DCDS Pers Asst Hd AFW said an initial meeting with scrutineers had indicated the contract relet might prove problematic as basic entitlements were being questioned. Whilst acknowledging this, the Chairman emphasised this should be viewed as a re-let of an existing contract, not a change or review of policy.</p>	<p>HQ LF AD PS4(A)</p> <p>Air Cmd Spt DACOS</p>



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	<p><u>Serial 18</u> - Dep Hd Ops Accm (HD) said MHS had produced a comprehensive update on the actions arising from the AFF Conference; DIO Ops Accm would now update their own action log, and issue both as soon as possible. Closed once issued.</p>	<p>Dep Hd Ops Accm (HD)</p>
<p>3 DIO & DIO Ops Accm Updates</p>	<p>4. The Chairman provided an update on the emerging DIO governance arrangements, including the Defence Infrastructure Board (DIB) composition. He said the creation of the DIO would offer huge opportunities but, potentially, confer significant risks. The 2* headed Strategic Asset Management and Planning Team (SAPT) was crucial in an accommodation context, as it would make recommendations to the DIB on the overall scope and size of the SFA upgrade programme, based on key input from Ops Accm. It was therefore important to develop appropriate linkages with SAPT.</p> <p>5. Turning to DIO Ops Accm, the Chairman set out the various streams impacting on accommodation:</p> <p><u>SFA in UK</u> – This covered both National Housing Prime contract being taken forward under NGECC, and the Allocations Study. On the Allocations Study, the Chairman said it was now sufficiently mature to present it to COO to get DIO endorsement of the findings. If obtained, then consultation would begin with interested parties on the way forward.</p> <p><u>SFA Overseas</u> – DIO Ops International indicated the thrust of the work would be to introduce UK best practise to the overseas theatres, principally Germany and Cyprus. In addition, the responsibility for the management of SFA Overseas would be placed with the most appropriate organisation to provide the best overall support.</p> <p><u>SLA</u> – The Chairman reminded the meeting that overall responsibility for SLA lies with TLBs. The World Wide Survey conducted by DIO indicated that there were around 150,000 bedspaces, with approximately 100,000 occupied. This suggested a new approach to the management of bedspaces would be required, with greater oversight and regional and/or tri-service arrangements. In addition, the provision of Substitute Service Single Accommodation (SSSA) may benefit from a central clearing point (in line with SSFA) in order to reduce costs.</p> <p><u>Ops Accm Structure</u> – This was being reviewed, and proposals would reflect the possibility of preparing an In-House Bid for some or all of Accommodation services and activities.</p> <p>6. The Chairman touched on SDSR Estate Rationalisation</p>	



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	programme, which was expected to be published in June 11. It would be important to relate its decisions to the SFA estate, and then capture this through updated Area Accommodation Plans (AAPs). Finally, the Chairman reported this year's SFA upgrade funding had been maintained at historical levels, and, as a consequence, 800 upgrades were planned during 11/12.	
4 JCB Meeting 10 Feb 11	7. The Chairman would provide the link between the Housing Forum and the JCB. In relation to the DE Ops Housing Communications Strategy (JCB Minutes Item 6.4), it was advised this mainly concerned the standing up of the DIO, and the communications required to support that.	
5 Joint Housing Action Plan	<p>8. The Chairman went through the latest version of the JHAP, dated 19 Apr 11.</p> <p><u>Serial 1</u> - Dep Hd Ops Accm (HD) advised Housing Officers had been mandated to carry out Pre-Move-Out Visits. At the moment, visits are carried out at 98% of properties; the intention was to increase this to 100% by the summer surge.</p> <p><u>Serial 2</u> – SFA void rate was on target, allowing for the need to retain properties pending the outcome of the SDSR Estate Rationalisation plan</p> <p><u>Serial 5</u> – 11/12 upgrade programme was on target.</p> <p><u>Serial 6</u> – The Chairman said it was a constant challenge to maintain Move-In success rates. It was hoped that, under NGECC, there would be linkages between success and payment. MD MHS said recent enhancements to a software package meant it should be easier to identify trends for those properties which fail the Move-In standard.</p> <p><u>Serial 7</u> – The Chairman indicated that, in the lead up to NGECC, it was hoped to open an initial 14 Drop-In Centres in England and Wales, increasing to c17 to cover Scotland and Northern Ireland.</p> <p><u>Serial 8</u> – As reported elsewhere, AAP on hold pending the outcome of SDSR Estate Rationalisation.</p> <p><u>Serial 9</u> – As reported elsewhere, pilots studies continuing with a view to report to SPB by end of 2011.</p> <p><u>Serial 10</u> - Dep Hd Ops Accm (HD) confirmed the notes of the Rapid Improvement Event would be issued as soon as possible.</p> <p><u>Serial 10 3rd*</u> - The Chairman advised Phase 2 for providing property details had been subsumed within the wider Allocations</p>	<p>Dep Hd Ops Accm (HD)</p>



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	<p>Study.</p> <p><u>Serial 10 7th*</u> - Accm 4 Div said the continuing employment of MLOs had reached a critical point because of their lived nature. The Chairman said it was important to use every opportunity to reinforce the message about the continuing utility of MLOs. Arrangements were in place for additional HIC staff to cover the summer surge.</p> <p><u>Serial 12</u> – The Chairman said a Communications Plan would support the Allocations Study.</p>	<p>All</p> <p>Asst Hd Ops Accm (BM)</p>
<p>6</p> <p>Housing Updates</p>	<p>9. MHS - MD MHS had prepared a series of slides which set out details on Customer Satisfaction; Complaints; and Response Performance. The key message was that performance had generally improved across all regions, and, although some difficult areas remained, a clear strategy was in place to tackle these. Housing Specialist AFF said positive feedback had been received from occupar about the boiler improvement work ongoing there.</p> <p>10. TLBs - HQ LF AD PS4(A) advised there were two areas of ongoing work: MGPS and Housing for Redundees. On the former, it was recognised the current 'half way house' covering the entitlement of MPGS to living accommodation was no longer working, and that HQ LF was preparing a paper to propose the way forward. On the latter, the Chairman agreed the DIO could help provide information that would assist with the possible resettlement of redundees returning from overseas. HQ LF AD PS4(A) said that during recent visits to HICs, staffs had displayed a 'can do' attitude that indicated they really wanted to help occupants. He asked the Chairman to pass on his thanks to HIC staff, but cautioned they should be realistic with their answers in order to avoid raising expectations. PJHQ reported that good progress was being made in the Cyprus estate with the Cawood replacement programme.</p> <p>11. Family Feds - Housing Specialist NFF reported that the employment of Housing Warrant Officers had proved to be extremely useful, especially for Housing Officers. In addition, the changeover of contractors on London had made a noticeable difference. Finally, an SFA pinch point at Culdrose was emerging because of the drawdown of the Harrier Force. This was being compounded by a difficult SSFA market. Housing Specialist AFF confirmed that housing still elicits the largest amount of enquiries. SFA availability was causing particular difficulties, especially when the first offer was turned down, while the recent changes in Home to Duty Travel allowances had created additional problems for families. The Chairman agreed there was a need to</p>	<p>Chairman</p> <p>Chairman</p>



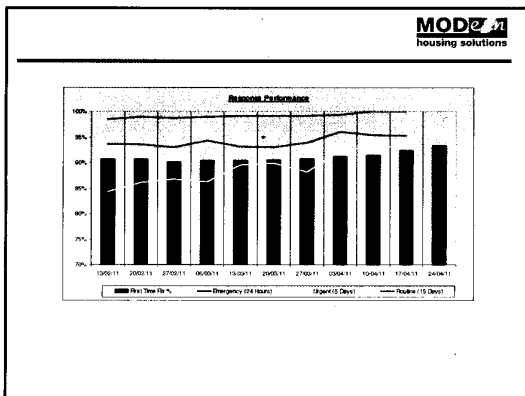
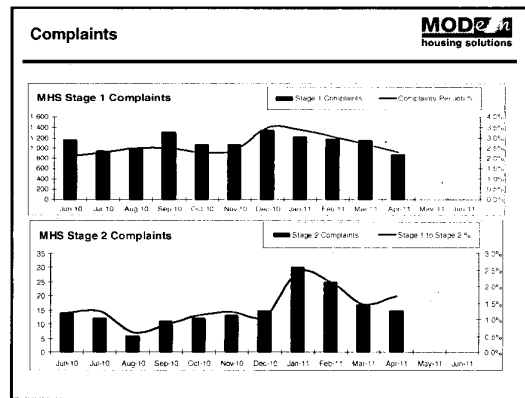
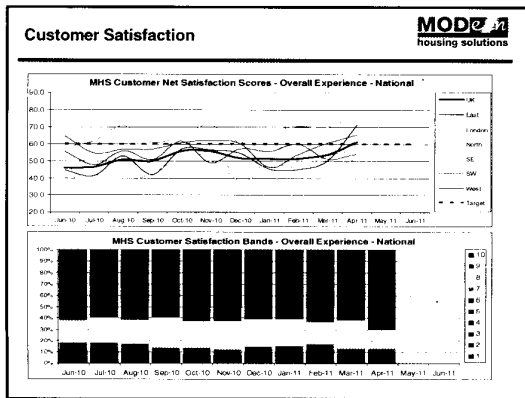
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	applicants the importance of carefully considering all implications before turning down the first offer. Housing Specialist RAFFF said there were an increasing number of problems at Abbey Wood because of the 20 miles radius rule. Continuing, Housing Specialist RAFFF reported the RAF day at Speke has gone extremely well.	Dep Hd Ops Accm (HD)
7 Key Performance Indicators (KPIs)	12. The Chairman provided the background to the recently circulated draft KPIs, and went through each of the graphs. It was agreed it would be made clear which targets were contractual, and supporting narrative would be provided where appropriate. The Chairman asked for comments on the draft KPIs by 27 May 11, so they can be finalised. 13. Discussion took place on the recently issued note on Catergorisation of Move Out Failure ² . It was agreed the proposed basis for differentiating between different levels of failure (based on charges incurred) would be adopted, and that arrangements would be introduced to both record and present the information.	All Dep Hd Ops Accm (HD)
8 Any Other Business	14. Following on from the success of the RAF day at Speke, an Army Day was planned for June 2011. 15. The Chairman recorded on behalf of the Housing Forum his grateful appreciation for sterling contribution, and commitment to Service families, over many years.	
9 Date of Next Meeting	16. It was agreed the next meeting would take place at 1030 hours on Mon 26 Sep 2011 at a venue to be confirmed.	Sec

Head of Secretariat, DIO Ops Accommodation
Secretary

² DIO/DELIVERY/AE 20110415 dated 15 Apr 11.



Summary

- Business Improvement plan yielding dividends in London and SouthEast, with both areas achieving their highest ever Customer Satisfaction results, though some way to go as still below target
- The recovery plan in East has delivered good results but we need to ensure the improvements are sustainable
- All areas increased their performance, helped by the calm weather and also the close-out in previous months of jobs that were raised during the exceptional weather period
- We'd expect good results this time of year anyway, so we are not complacent
- However there is a hard-core of failure, particularly in London and SouthEast but not exclusively, driven by DMA. We have a clear strategy to tackle this by end July