



Ministry of Defence

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29 May 13

MINUTES OF THE 2ND MEETING OF THE ACCOMMODATION DELIVERY FORUM (ADF) HELD IN MAIN BUILDING ON 9 MAY 13

Present:	Dr Heather McNaughton	Pers Trg-SVW Hd	Chair
	Air Cdre Alan Opie	DIO Hd Ops Accn	
		Sp Cmd HQ-Pers-SO1	
		Air COS Pers-Pol CSpt SO1	
		JFC-J1-Pol-SO1	
		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-BM Sec	
		DIO Ops Int Est-Sp LMS	
		MD MHS	
		Pers Trg-SVW-Accom Pol 1	Secretary
In attendance:		DIO NGENC PM	
		Pers Trg-SVW Accom Pol 2	
Apologies:		Chair Naval Families Federation	
		DIO Ops Accn DHD	
		Fleet-DNPERS WS DACOS	
		Air DACOS CSp	
		HQ JFC Hd Infra	
		LF DPS(A) PS4A SO1	
		Pers Trg-SVW-Accom NEM FA 1	
		DES Infra-Sy-Hd	

Item 1 – Introduction

1. The Chair welcomed members to the 2nd meeting of the Accommodation Delivery Forum.

Item 2 – Record of the last meeting

2. A correction was made to para 26 of the minutes on NHP update with regards

to the reference to a preferred bidder stage. DIO NGEC PM advised that under competitive dialogue, there was no preferred bidder stage as all bidders were in competition until Contract Award. The rest of the minutes were agreed.

Item 3 – Policy Update

3. The Secretary updated on the policy issues tasked to the Accommodation Policy Working Group (APWG) by the ADF to resolve. She confirmed that a DIN had been published in Apr 13 detailing the new 2nd Offer process, which included an opportunity for a review for those SP considering rejecting their 2nd offers. The timeframe by which SP were required to respond to an offer had increased to 14 working days (in place of 10). Implementation was 1 May 13.

4. On the issue of Short Notice Postings, she reported that the APWG had agreed that it would be appropriate to expand on the information provided on the DIO e1132 Application Process Flowchart to incorporate timelines for ‘a move’. Initial investigations suggested that under normal circumstances, a minimum period of 8 weeks was required from the ‘identification of a need to move’ to actual ‘move in’. This period was elongated to a minimum of 15 weeks if the second offer process was initiated. The Flowchart would include worked examples for emphases, and the finished product would be made available to both SP and Manning Authorities once it had been signed off by the APWG.

5. The Secretary also reported that Central Legal Services (CLS) had advised that Irregular Occupant (IO) charges should be based on regional average rent charges for local authority/Housing Associations accommodation. The HASC had been tasked to use the most recent figures issued by the Department for Communities and Local Government (DCLG) and the Homes and Communities Agency (HCA). Work remained to determine what rates should be used for the Devolved Administrations, and was on-going. An update would be provided at the next meeting. DIO would communicate the new rates to irregular occupants, and DIO Ops Int Est-Sp LMS undertook to investigate the IO position for the overseas estate and the rates charged.

Action: Sec /
DIO Hd Ops
Accn / DIO Ops
Int Est-Sp LMS

6. In discussion on the 2nd Offer process, it was felt that the time between publication of the DIN and implementation of the new process did not allow for timely communication to SP and this lesson needed to be factored in with regards Short Notice Postings and the flowchart referred to above. It would be helpful to get something out on this before the Summer surge.

Action: Sec

7. The Families Federation requested information on cases of 2nd offer reviews which resulted in 3rd offers, to help frame their advice to families with regards to this matter.

Action: Sec

Item 4 – DIO Ops Accn Update

8. On **DIO Transformation**, DIO Hd Op Accn reported on the recruitment activities to meet their current manning shortfall of 20% (120 posts), and confirmed that, as the Accommodation Service Line, he effectively became the sponsor of SLA, overseeing SLA construction, but not its delivery. DIO Ops Accn would also have responsibility for Defence Accommodation Stores (DAS), and would gradually take on the management of the overseas estate, with Germany and the rest of Europe being the first to transfer. Discussions were already underway with JFC on the mapping transfer for PJOBS; housing stock in the rest of the world would be the last to transfer across. The Overseas Housing Review was on-going and planned to report in June 13.

9. He explained that the **SFA Service Delivery Improvement Study** had been commissioned in Jan 13. A series of workshops followed with the end goal of

key stakeholders to identify improvements within the bounds of DIO responsibility. The outcome of the study had been reported to Min(DPWV), and subject to his approval, would see, amongst others, the introduction of total patch management which would require upskilling of DIO staff to provide a standard base from which to operate, with Housing Officers being mandated to have formal qualifications (CIH Certificate in Housing Practice Level 3). Consideration was being given to making enhanced 'Move-in' standard practice and to waiving minor charges (£150 or less) on 'move-out' to significantly reduce administration efforts. He emphasised that all was still subject to Ministerial approval, with plans for a formal launch once that had been secured.

10. DIO Ops Accn BM Sec reported that communication on the **Customer Satisfaction Survey** would go out in early Jun 13, including background information on the company undertaking the survey. Articles would be produced for sS magazines to explain to SP both the process and what to expect. Survey questions were based on the STAR methodology from Housemark to enable comparison with the social housing sector. Following a request for members, he undertook to recirculate the questions for the survey.

**Action: DIO
Ops Accn BM
Sec**

[Sec note: The questions are attached to the Minutes. It should be noted that they have now been finalised despite it saying "draft", but members are invited to provide DIO Ops Accn BM Sec with comments on the speaking notes (section before the questions). **Action closed**]

11. DIO Hd Ops Accn confirmed that **Barrack Damages** would be recovered from pay by SPVA via JPA, but amounts would be recovered to TLBs not DIO. Communication material would be developed, in due course, to support this change. **Action closed**

Action: All

12. DIO Ops Accn BM Sec reported that the **SFA Customer Charter** had stalled, but would be issued by the end of May 13.

**Action: DIO
Ops Accn BM
Sec**

13. DIO Hd Ops Accn summarised the SFA upgrade programme. CDEL funding had been made available to move the programme forward. RDEL funding would be available for asset replacement work, and a communication piece was being developed to publicise when and where work would be taking place, and would involve the Chain of Command. He also reported that mould and other structural issues would be scheduled for next year's programme of work, and confirmed that there was still a requirement to address funding shortfall in the next couple of years.

14. On the **SFA Capital Purchase Programme**, DIO Hd Ops Accn reported that £150M had been spent in this area; 703 properties had been purchased from local developers in high demand areas and would become available for allocation to SP throughout the year. The local command had been involved in the selection of the properties. The SFA purchase programme had, to date, resulted in a 10% drop in the use of SSFA.

15. On **SLA MIS**, he updated that IOC had been achieved in Apr 13, with FOC planned for Apr 14. A trial of unit roll-outs, to small isolated locations, was scheduled to take place in Jun 13. There was still much work to do and known issues to resolve, but the system was live. **Action closed.**

16. On the issue of asbestos houses, MD MHS stated that the plan was to survey 22,000 (up 10,000 from last year) for asbestos. Any accommodation identified with asbestos would be added to an existing list. A coordinated communication piece would support this work. He explained that provided the asbestos was

encapsulated, it was safe. DIO NGEC PM added that under the new National Housing Prime, a single Housing Information System should make the recording and maintenance of such data easier in the future.

Item 5 – MHS Update

17. MD MHS presented on MHS performance KPIs. Customer satisfaction levels continued at a strong position. Customer complaints had reduced in Mar 13 and improvements plans for London, SE and East were delivering, albeit with East lagging behind. The number of red carded properties (where access to carry out statutory safety checks had not occurred), was on the increase, although those over 90 days had reduced.

18. MHS had increased the granularity around certain complaint categories, with missed appointments generating the biggest complaints. They were investigating ways to combat this, including encouraging engineers to phone ahead. With some 10,000 repair jobs a week, it was important for the organisation to drive down complaints and force through efficiencies.

19. Members requested the definition of 'Urgent' response, and suggested that in order to manage families expectation, MHS may want to produce leaflets for families which gave information on repair response times and how 'repairs' moved across the various levels (eg, when/how a repair moved from emergency to urgent to routine and so on). MD MHS undertook to look into this.

20. Extensive discussion on red carded properties followed with DIO Hd Ops Accn stating that there was a legal requirement to undertake these safety checks as the DIO was liable as the landlord. MD MHS reported that over 250 properties now had expired certification (of between 1 and 29 days). MHS and DIO were working on a detailed process to address this issue which would see the process initiated 12 weeks before certificates expired. It will detail a step by step process of the actions necessary to effectively prevent certificates from lapsing. The involvement of the local Chain of Command in the process was also included. There were a number of steps in the process on which legal advice was being sought, but DIO Ops Accn-ES would circulate the current draft for members to comment within two weeks of receipt. The Chair suggested that thereafter, DIO may wish to consider arranging an ad hoc meeting of key stakeholders to thoroughly explore the process, given its importance.

21. MD MHS undertook to produce information which showed the number of red carded properties by Service and report back at the next meeting.

22. Members requested a comprehensive list of CAPs and pleaded for early invitation to CAP Openings as, with sufficient notice, they would be able to attend the events.

[Sec note: A comprehensive list of CAPs is attached to the minutes. **Action closed**].

Item 6 – National Housing Prime (NHP) Update

23. DIO NGEC-PM reported that the programme was running to time. Carpet demonstrations (one for each contractor) were taking place in June 13 (18th in Scotland, 20th in London and 25th in Wyton), to which the Families Federations, the sS Housing Cols and TLBs were invited. He also reported that TUPE warning letters would be issued to DIO and TLB DAS staff on 15 May 13. There were potentially 400 staff affected, many of whom may not wish to TUPE across on

**Action: MD
MHS**

**Action: DIO
Ops Accn-ES /
All**

**Action: MD
MHS**

**Action: MD
MHS**

contract award. The contractor would back-fill posts where this occurred as contract provision insisted on a maintained or improved level of service during mobilisation.

Item 7 – User Update

24. Fleet-DNPers WS Accom SO2 felt that SLA issues (quality and shortage of SLA in particular) were currently not being addressed at the ADF. The Chair requested a list of the specific issues in order to take an informed view.

25. On the issue of the Substitute Accommodation Contract, DIO Hd Ops Accn confirmed that Contract Award had not taken place, and that a Review Note was being prepared. He provided assurance that substitute accommodation service would be maintained.

26. The Naval Families Federation made a plea for the Department to utilise social media as much as possible in all its communication effort. They have had to do the same as these sites were now proving to be their members method of choice.

27. Housing related issues continued to form 60% of the RAFFF casework, and whilst it was reducing, cases were becoming more complex.

Item 8 – Other matters outstanding

28. There were no matters outstanding.

Item 9 – Any other business

Valediction

29. The Chair, on behalf of members, thanked DIO Hd Ops Accn, who was attending his last ADF meeting prior to a new appointment in the summer, for his valuable contributions to the ADF and accommodation in the round, and wished him well in his new role and for the future. DIO Hd Ops Accn confirmed that he would be handing over to Brig Boswell in the first week of Aug 13.

Item 10 – Date of the next meeting

30. The next meeting will take place on **Tuesday 17 Sept 2013 at 10.30**. Venue will be confirmed in due course.

Action: Fleet-DNPers WS Accom SO2

Prepared by:
{Signed on Original}

████████████████████
Mrs
ADF Sec
Military Network:

Approved by:
{Signed on Original}

H McNaughton
Dr
ADF Chair
Military Network:

Distribution:

Action:

All

Copy to:

Chair Naval Families Federation

Fleet-DNPERS WS DACOS

Air DACOS CSp

LF-DPS(A) PS4A SO1

DIO Ops Accn DHD

DIO Ops Accn Customer Satisfaction Tracker Survey – Draft

Questionnaire

Good morning/afternoon/evening. Please can I speak to [CUSTOMER'S NAME]? My name is and I am calling from M•E•L Research, on behalf of the Ministry of Defence. We are talking to customers living in Service Family Accommodation to gather feedback and identify ways of making further improvements to the housing service.

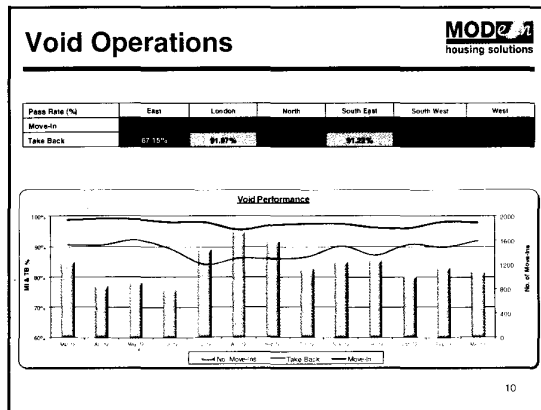
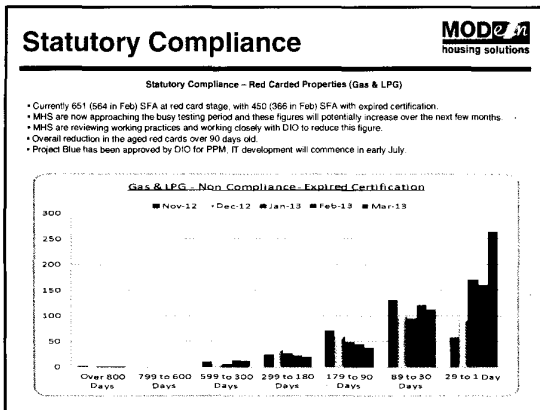
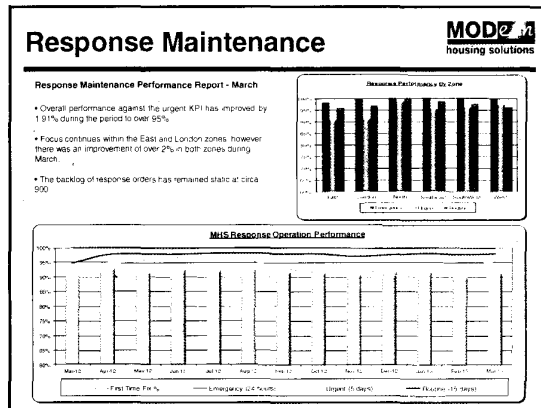
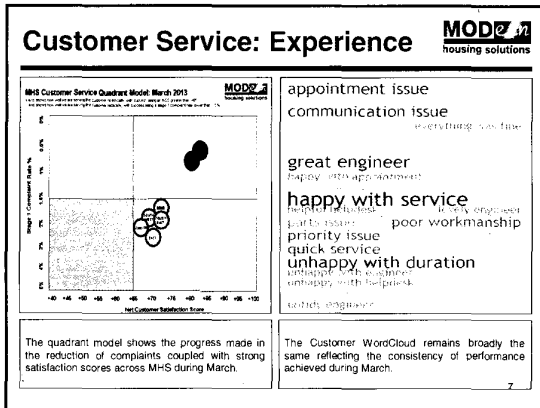
Would you have a few minutes spare to answer some questions?

If yes – Before we start I need to inform you that this call is being recorded for monitoring and training purposes. Are you happy to continue?

If respondent wants to check the validity of the survey direct to website (Link to DIO website) or call on Freephone (0800 0730 348)

1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO Ops Accommodation and its Contractors?	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
2	How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
3	How satisfied or dissatisfied are you with the overall quality of your home?	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
3a	If dissatisfied – Which aspect of your home are you most dissatisfied with?	Overall size of property State of décor (interior and exterior) Location of property State of fixtures and fittings, including kitchen and bathroom				
4	How satisfied or dissatisfied are you with your SFA estate as a place to live?	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
5	How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
6	How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
7	How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
8	How satisfied or dissatisfied are you with the way your Move In was dealt with?	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
9	How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied

10	How satisfied or dissatisfied are you with the way your Move Out was dealt with?	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
11	How satisfied or dissatisfied are you that DIO Ops Accommodation listens to your views and acts upon them?	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
<p>Thank you for your time, Your feedback is extremely valuable to the Ministry of Defence and will help improve the housing services provided.</p>						



CAP Update

M/O	Location	Office	Name of CAP Coord	Open	PR Event	Comments
	Alknahut	MHS office		9	TARGET 1306 TARGET 0306/13	Change of M/O responsible for the area caused a minor delay.
	Colchester			1	TARGET 0306 TARGET 0306/13	Due to details about method of recruitment there was some minor delay. Further delay has been caused by difficulty in responding to requests for information.
	London	Braley		1	TARGET 2905/13 TARGET 2905/13	Due to no accounts when the job was located at Kingston it had to be rechartered.
	Marham	SCSD office		1	TARGET 1206/13 TARGET 1206/13	Due to details about method of recruitment there was some minor delay. Further delay has been caused by difficulty in responding to requests for information.
	Waddington	HVE & SCSD		20/05/13	TARGET 2905/13	Successful applicant had to give extended notice to her current employer.
	Wilton	HVE		8/5/13	TARGET 13/05/13	Clearing gaps for applicants had to be extended as no suitable applicants.

Business Improvement Project Summary

Title	Jan 13	Feb 13	Mar 13	Update
Right First Time, On Time, In Time				Self Dashboard and User Experience. Early on the dashboard the user experience was not the best. The dashboard is now being reviewed and improved.
Efficiency Trial in East Zone				Completed by 29/4/13.
Communication Engagement Plan (Internal)				Review of the plan is being completed by 29/4/13.
Asbestos Management				Review of the plan is being completed by 29/4/13.
Data Project				Work is being completed by 29/4/13.
Mobile Systems (PDA's & Tablets)				Review of the plan is being completed by 29/4/13.
Communication Engagement Plan (External)				Review of the plan is being completed by 29/4/13.
ISO 14001				Review of the plan is being completed by 29/4/13.

All Customer Assistance Points - Update as of 13th May 2013

Location	Office	Name of CAP Co-ord	Open/Target opening date
Aldershot		[REDACTED]	20/5/2013
Brize Norton		[REDACTED]	OPEN
Bushey, London		[REDACTED]	29/05/2013
Catterick		[REDACTED]	OPEN formal event 05/06/2013
Colchester		[REDACTED]	10/06/2013
Cosford		[REDACTED]	OPEN formal event 20/5/2013
High Wycombe		[REDACTED]	OPEN
Larkhill		[REDACTED]	OPEN
Marham		[REDACTED]	17/06/2013
Plymouth		[REDACTED]	OPEN
Portsmouth		[REDACTED]	OPEN
Shorncliffe		[REDACTED]	OPEN
Waddington		[REDACTED]	12/06/2013
Wyton		[REDACTED]	Date to coincide with Community Street party. TBC