

Tempo

Keeping you up to speed on our activity

Our weekly update to the DIO and Service personnel



16 March 2017

Weekly update on the National Housing Prime and Regional Primes

National Housing Prime

Welcome to the team: Lianne's Story

CarillionAmey have a clear strategy to attract talent from the housing, facilities management and military communities to support improvements in delivering service excellence across the defence estate.

Newly appointed Head of Occupancy and Solutions, Lianne Owens, is a great example of this. Lianne joins CarillionAmey with over 30 years of experience in Customer Service and over 20 years in the Social Housing Sector.

Having previously worked for Liverpool Housing Trust and South Liverpool Homes she brings a lot of first-hand experience with managing the issues that come with housing, including, but not limited to, complaints, occupancy, allocation and property management and customer services.

During her role as Customer Services Manager at South Liverpool Homes she led them to achieve the Customer Service Excellence Standard along with 15 compliance plus awards. She has recognised the commitment of the ServiceMark accreditation project team and looks forward to supporting the Customer Service Centre team with their journey towards becoming an award-winning centre of excellence.

"ServiceMark is a great tool to understand that customer priorities are changing and ensure services are developed meet their needs in a consistent way. The focus is not just about the here and now it's about constantly seeking new ways to anticipate demand and deliver the ultimate customer experience".

The move to CarillionAmey was after Lianne was looking for a change in career and she had a wish list.

"I wanted to work for an organisation that had a social and caring responsibility and truly listened and acted upon customer feedback. I also wanted a supportive organisation that allows staff to develop and reach their potential."

One of the key challenges she faced on a daily basis working in social housing and customer service was to develop a service that was future proof - ensuring a consistent multi-channel customer experience and managing risks and expectations. Customers are now being given more choice and a real voice through various channels including feedback, satisfaction surveys and social media platforms. CarillionAmey face these challenges, which provides the perfect opportunity for Lianne.

"I'm really impressed with what I've seen so far. The performance at the customer service centre is great and there's a real feeling of collaboration across teams. I've witnessed dedication and passion from our staff and there's a real sense of pride and ownership in delivering the service. The senior leaders are fully involved in bringing strategies to life in a variety of ways including staff 'WOW' awards and recognising individual and team performance and improvements on a daily basis."

Lianne recognises the achievements of the team so far and is excited about continuing to build on the current successes. She strongly believes that listening and acting upon customer feedback, along with highly engaged staff able to demonstrate creativity and innovation, supported by strong leadership will lead to happier staff, happier customers and great results.



Building bridges: CarillionAmey employ staff from the Armed Forces

We have committed to a target of employing 10% of Service personnel to draw on their experience, help better understand the customer and deliver a more personal, improved service. This target underpins our commitment to the Armed Forces Charter.

Mick Harris, Steve Fulcher and Richard Castell collectively have over 100 years of Service experience between them and fill key roles in CarillionAmey as Operational Relationship Managers to the benefit of all stakeholders.

Mick Harris joined the Royal Navy as a sailor, he rose through the ranks to Commander and left the Service with 38 years' service under his belt. As Operational Relations Manager for Regional Prime South East & South West he has a solid understanding of the customer requirement and expectations from his time in the Royal Navy and 3 years working in the Tri-Service environment, he speaks 'the language', and has an intimate understanding of the military workplace that enables him to interact with the customers.

"I have the ability to communicate at all levels, from Able Rate/Private/Airman to Senior Officer and I work hard to ensure that this commitment to the team is brought to bear in my day to day work with DIO and the customer. I was on the receiving end for a long time and fully understand the importance of the service that we provide."

Steve Fulcher was commissioned from the ranks in the Royal Air Force. He spent the latter part of his service as an infrastructure specialist with appointments across the UK and in HQ AIR as well as in theatre in support of Operation Telic in Iraq in 2007.

His last appointment was as a member of DIO at RAF Valley as the Site Estate Team Leader, so his experience as a ground level operator and a strategic influencer within both Front Line Command and DIO organisations allied to his current role within the industry. This leaves him well placed to understand wider perspectives of us and the customer.

"From my perspective, it's an easy fit. What I do now is closely linked to the work I did in the Service and it helps enormously that I understand the culture and perspective of both the Service and the Civil Service. Our engagement with the customer's needs to be open, honest and include DIO at all stages."

Richard Castell is working alongside the Army Regional Command, Facilities Management and Infrastructure team. He served a full career in the Royal Logistic Corps serving in Germany, Northern Ireland, Bosnia, Falklands, Haiti, Kosovo, as well as exchange service with the US Army.

"I'm delighted to be part of CarillionAmey and help to deliver quality support to the Armed Forces. I know what it's like to be on the other side and how much difference good support can make to morale and operational effectiveness. My Service background is extremely useful, I understand the language and motivation of those we provide a service for and I want it to be the best we can deliver. My focus for the future is to increase my effectiveness through personal and professional development and enjoy the ride!"

Their experience and knowledge in understanding the military environment and in turn, our customer's needs, is critical in developing the way we operate. Their role is diverse but focused upon enhancing a collaborative ethos by listening to and understanding feedback, representing our perspective, building relationships with high level stakeholders, as well as members in the DIO, to ensure the client and customer are both happy.

New Site Manager at RAF Brize Norton comes from the Service

Chris Cox has recently been recruited as Site Manager at RAF Brize Norton. He joins us from a military background and is part of our commitment to employing 10% of Service personnel.

Chris joined the Army at 16 years old as a Junior Leader with the Royal Engineers in 1980, then spent the next 22 years rising through the ranks and was commissioned in 2004. His career spans across 31 years and has found himself posted between Germany and the UK, with multiple tours to Northern Ireland, Sierra Leone, Bosnia, Iraq and more.

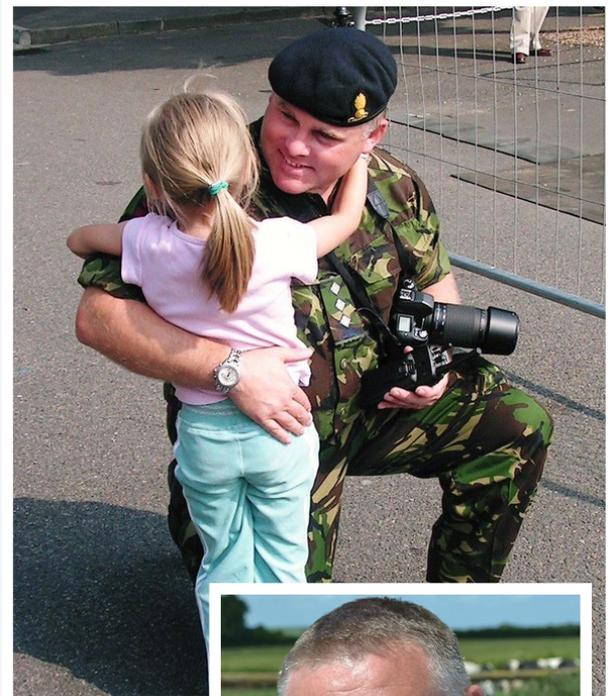
Most of his early years were spent on various sites and in the field as a construction engineer and as a combat engineer, building and constructing roads, bridges, buildings and other infrastructure, and of course his favourite tasks - demolition, explosives and ordinance disposal.

On leaving the Army in 2011 as a Major he became the Technical Senior Manager of the John Lewis/Waitrose 2,500 acre Farm in Hampshire, which comprised of 14 businesses. Chris was responsible for all maintenance, construction projects, refurbishments and the water supply but the role also included all other infrastructure.

In 2015 Chris became Estate Manager and Bursar of the Yarnton Manor Estate near Oxford, primarily an International study centre for 16 -21 year olds from over 100 countries. He is also a scout leader, supports the Royal British Legion and has had appointments as Secretary and Deputy Branch Chairman.

Chris is looking forward to leading his team at RAF Brize Norton and he said, *"I'm fully aware that, as familiar as the site is, I now have a different type of role but I am still supporting the armed forces to live, manoeuvre and engage."*

He is bringing his knowledge and experience from his years in the service to his role as Site Manager to give a more personal and efficient service to our customers.



Commander's Coin awarded to ISS operative

Richard Fiddler, an ISS grounds maintenance operative based at Vauxhall Barracks, has been awarded a Commander's coin by Col Brian Howard, Commanding Officer of 11 Explosive Ordnance Disposal Regiment, after only six months in his role. This was awarded to Richard for his commitment to duty, enthusiasm and pro-activity.

Vauxhall Barracks is home to 11 EOD Regiment who provide counter terrorist bomb disposal and explosive ordnance disposal both here in the UK and abroad.

Richard provides all routine grounds maintenance for the site from weeding, grass cutting and gritting roads and paths in winter. Richard's arrival at the site had an immediate and positive impact on the appearance of the estate and his attention to detail and personal touches are regularly witnessed by staff and residents at the barracks, who he has developed a good working relationship with. He has significantly improved works in the area and it is now a lot more efficient and personal.

Col Brian Howard said *"Nothing is too much trouble for Richard and he regularly goes above and beyond his remit, taking personal pride in the grounds maintenance and displaying a level of diligence and reliability not normally witnessed."*

He is very diligent about his work, takes personal pride and ownership of delivery of grounds maintenance and constantly exceeds expectation. There are plenty of examples of his commitment, generosity of spirit but his 'can do' attitude has seen him excel in his role and the site Delivery Manager has every confidence that he will continue to deliver what is required and beyond.



Extreme reading at Cosford training school

Where is the most extreme place you've read?

Children from All Saints Academy in Bloxwich, Walsall, are hosting a competition called "Extreme reading", which aims to get more children reading at home. The fun part is - the children are invited to read books in extreme places.

Andrew Foggin, Project Manager at Beacon Barracks, has children who attend the school and had an interesting idea for where the children could read their next book, *Grandpas Great Escape* by David Walliams.

He wanted to follow similar themes in the book and, much to the children's excitement, he got the approval for them to read under the planes at the training school in Cosford. The children had a private escort for the day and their pictures taken with the planes.

Grandpa's Great Escape is a heart-warming story about a boy whose grandpa was a fighter pilot but is now losing his mind. His grandad is placed in a nursing home, against the wishes of his grandson, escapes and ends up in a Spitfire in a museum.

Andrew discussed the idea with Darrell Whitelam, Site Manager at Stafford and Cosford, and Squadron Leader, Ian Gould, who got approval from his chain of command for the trip as long as rules were followed. This was well received by the children and staff at Cosford were thanked for their help in letting the children read there.



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Communications@carillionamey.co.uk

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