

04 May 2017

Weekly update on the National Housing Prime and Regional Primes

Giving our Service families a voice

Together with Defence Infrastructure Organisation, we've planned a series of workshops across the UK following the success of our 2016 Customer Engagement Forums. This month we will be heading out to give a voice to families living in Service Family Accommodation.

We'll be starting in Catterick on 10th May and closing the forums in Tidworth on 22nd November. These forums will be led by Andrea Nixon (DIO Deputy Head SD Accommodation Strategic Support), Helen Thompson (our Casework Manager) and Lianne Owens (our Head of Occupancy and Solutions). Service families will be given a chance to meet with us face to face and discuss any queries or issues they have in groups while we listen. It is also an opportunity for us to present the themes from last year's sessions and to demonstrate how these have been used to shape and develop improvements.

In the sessions we will be asking for feedback on how we're doing, discussing where we've improved, what we are getting right and where our focus will be next. This is a collaborative initiative and it's about listening to our families and working together to find the best possible solution for them.

On completion of these workshops, there will be a Customer Engagement Forum with representatives from our stakeholder community. In this event we will review the feedback we've been given with our key stakeholders and agree on action plans and solutions to put in place to continue to improve.

Two main issues that were pulled from last year's forums were that CarillionAmey was a faceless organisation and customers found our complaints system difficult. From this we developed a Mobile Customers Solutions team, who go out to visit families and we are offering more local and regular face to face engagement. We also created a new Customer Solutions department who have radically improved the timely resolution of complaints. Where previously 45% of our complaints were being resolved within 10 working days, our performance is now 99%.

We like to show our customers that we are listening to their feedback. It's important for us to find out what we're doing right and where we aren't doing well so that we can share best practice while highlighting areas of improvement. You can see a full list of dates and locations for our customer workshops below:

- 10th May 2017 – Catterick
- 20th June 2017 – Cosford
- 19th July 2017 – Woolwich
- 13th September 2017 – Northolt
- 11th October 2017 – Plymouth
- 22nd November 2017 - Tidworth



Walking in each other's shoes

As part of our drive to develop better collaborative working, we recently held two Commercial Collaborative Workshops. The events were aimed at critical commercial staff from both our business and Defence Infrastructure Organisation who were able to meet and discuss current issues and how they can resolve them better together.

The two teams explored personal and corporate motivations and worked over two days at improving mutual understanding and relationships as well as sharing best practice. They discussed how they could work more effectively together and what the value of this would be. This initiative, in collaboration with DIO, was recommended by the two star Strategic Supplier Group.

Complex and fast-paced exercises stretched the skills of those in attendance and our Commercial Director Tom Lee and Head of DIO Commercial David McLaughlin are already working on an implementation plan. This plan will be based on ideas and solutions for any issues provided from participants of both workshops. The workshops were also a way to plan for the future as well mapping out how we wish to progress together.

Tom Lee says, "What I find most impressive is the way that both Defence Infrastructure Organisation and CarillionAmey teams have immersed themselves in the two day course, and the level of commitment shown by both to getting a positive outcome for our customers."



Supporting our community at Baker Barracks

We have an initiative where our staff are asked to spend at least one day volunteering a year. Three members of our team, Alan Revy, Greg Munns and Matt Cammish took time out to help Baker Barracks in the South West.

The children's nursery at the barracks in Thorney Island had recently undergone a £420,000 refurbishment funded by LIBOR. However, the internal courtyard hadn't been included in the refurbishment programme. It was left looking tired and uncared for against the backdrop of the newly refurbished building.

Our staff offered to tidy up the unloved area. Local suppliers, Concept Building Services Southern Ltd, kindly donated the paint, rollers and brushes, and our team gave themselves one day to complete the challenge.

Tim Kenealy, Station Staff Officer at Baker Barracks, was delighted and said *"Thank you to your team of helpers who kindly donated their time to paint the exterior wall of the nursery play area. Unfortunately, it was not priced in the original contract but thanks to CarillionAmey, you came to the rescue and finished the new nursery off very nicely. I would like to extend my personal thanks to CarillionAmey who project managed the facility and ensured the nursery was ready for the commencement of the summer term without any delays"*.



To provide feedback on this edition of Tempo, please contact:
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