

Tempo

Keeping you up to speed on our activity

Weekly update for our Stakeholders



11 May 2017

Weekly update on the National Housing Prime and Regional Primes

CarillionAmey light up DMS Whittington

We recently helped provide much needed lighting to the two monuments standing at DMS Whittington. These monuments are in honour of the two Staffordshire Regiments and are very important to the local community.

Defence Infrastructure Organisation provided the extra funding needed for the lighting on the monuments. It wasn't an essential piece of maintenance but it was an opportunity to improve the quality of the site by enhancing this protected and historically significant monument.

This approach by both DIO and our business demonstrates the collaborative approach we are all striving to reach. As a team we listened to the end user and took on board the significance of this project both to the site and the local community, and went above and beyond to secure additional funds and to deliver the work in time for a ceremony.

Since 1881 soldiers have deployed from the site to all major conflicts in the world and sadly, many never returned. The monuments are in honour of all those soldiers and this project was important to everyone involved.

There was an official 'lighting' ceremony held upon completion of the project. During which Mike Harris, Wing Commander and Head of Establishment at DMS Whittington, prepared a speech to show his appreciation. He said, *"as each young medic walks past these monuments, it is hoped that they will appreciate the sacrifice and the dedication of the soldiers of both the Staffordshire Regiments and their glorious past, and that it inspires the soldiers, sailors and airmen of the future as they start their careers in the Defence Medical Services. I would like to thank CarillionAmey for their assistance with this worthwhile project."*



Striving for Mitie improvements in pest control

We are working together with Mitie Pest Control to improve performance and increase customer satisfaction. We're also keen to improve communications between our business and Mitie in order to make it easier for our customers when they call for updates.

For the majority of 2016 Mitie exceeded their 1.5% target month on month for complaints and the increase continued into 2017. We've identified two main categories trending from these complaints. 59% of complaints were in relation to missed appointments and 17% related to dissatisfaction with appointment restrictions. The remaining complaints related to various issues from follow on visits not being raised to customers having to repeatedly call to chase updates on follow on jobs.

We have shared this information with Mitie and are now working with them to improve this service for families in Service Family Accommodation. We've created an improvement plan that covers all of the issues raised in order to reduce the number of complaints and ensure more appointments can be attended.

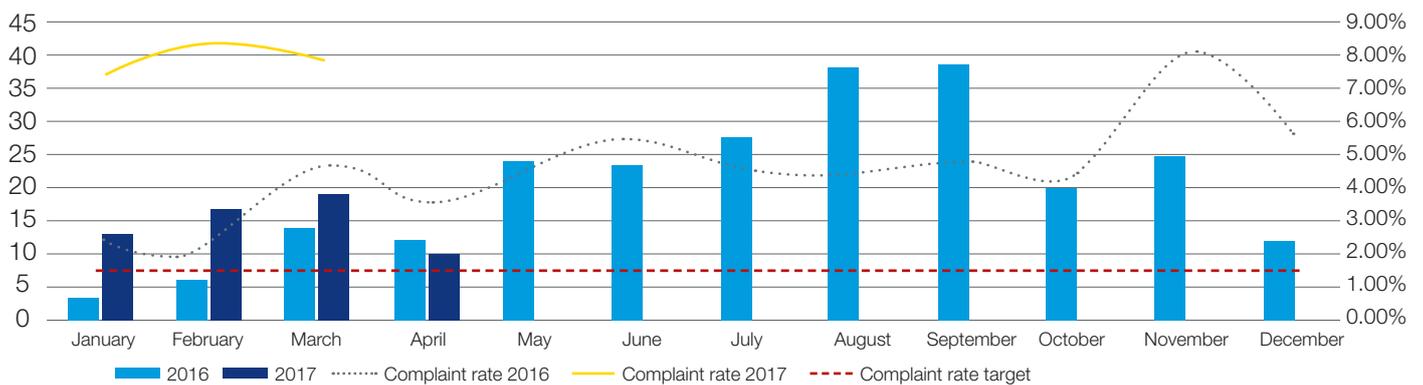
Firstly, times for appointments didn't match on our IT systems so Mitie have changed theirs to line up with our own in order to reduce the number of missed appointments. We've also asked to reduce the 48 hour notice period for appointments to 24 hours' notice to increase customer satisfaction regarding sooner appointments. Due to Mitie only attending certain postcodes on certain days, customers were sometimes having to wait over a week for the initial visit due to this restriction. We've also asked Mitie to text our customers when they are on their way if a mobile number is provided to reduce the number of no access visits.

In regards to complaints, we didn't have a clear escalation route for when things go wrong. Now we do, and have a regular review with senior management.

We will also be making the reports Mitie send over to our admin teams a lot clearer and made to include more details of the visit, diagnosis, follow up requirements or follow up dates in order to improve visibility and to improve communications between ourselves and Mitie for our customer.

This improvement plan has already been put in place and we are starting to see results of the changes already. We know that we may not always get it right but we are committed to listening to our customers' feedback for continuous improvement.

Mitie Pest Control Complaints

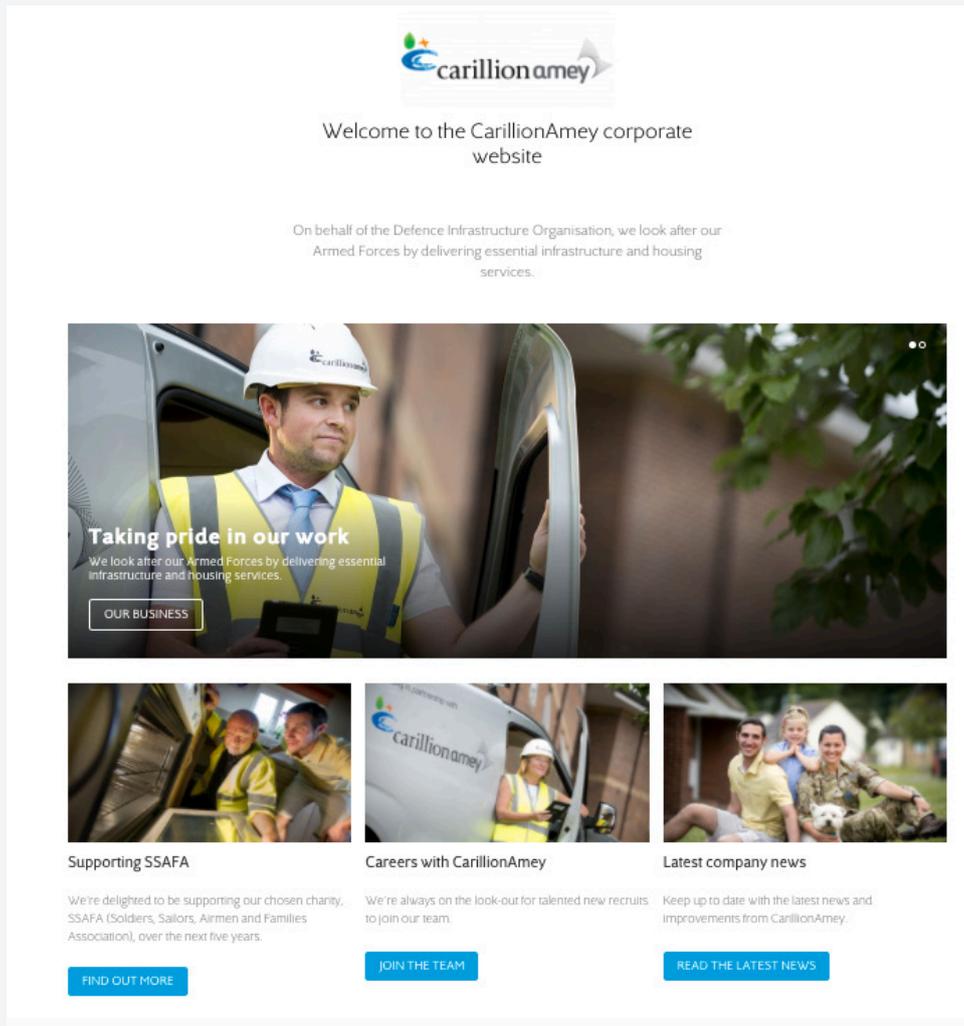


CarillionAmey set to launch new website

We'll soon be launching a new website to provide a more streamlined and user-friendly experience. Our current website is cluttered and we'd like to give it a cleaner look. We also want to make it easier for customers to find the information they need.

However, this website re-launch means that any links or pages you may have bookmarked will no longer work. Once the website has gone live, you'll have to save any new links or bookmark the new pages that you need. A lot of the information we have on the current website has also been updated and some new sections have been added so you'll need to familiarise yourself with these changes as well.

We're committed to ensuring that our performance is continuously improving and want to make sure our website is tailored to our customer's needs. We're aiming for the website to go live by the end of May but we will have a confirmed go live date next week so keep an eye out in next week's Tempo for more details.



The screenshot shows the homepage of the CarillionAmey corporate website. At the top is the CarillionAmey logo, which consists of a stylized 'C' with three colored dots (green, blue, red) above it, followed by the text 'carillionamey'. Below the logo is the text 'Welcome to the CarillionAmey corporate website'. Underneath that is a paragraph: 'On behalf of the Defence Infrastructure Organisation, we look after our Armed Forces by delivering essential infrastructure and housing services.' The main visual is a large hero image of a man in a white hard hat and a yellow high-visibility vest over a white shirt and blue tie, looking out of the open door of a white van. Overlaid on the bottom left of this image is the text 'Taking pride in our work' and 'We look after our Armed Forces by delivering essential infrastructure and housing services.' Below this is a button that says 'OUR BUSINESS'. Below the hero image are three smaller images in a row. The first shows two men in high-visibility vests sitting in a van. Below it is the heading 'Supporting SSAFA' and a paragraph: 'We're delighted to be supporting our chosen charity, SSAFA (Soldiers, Sailors, Airmen and Families Association), over the next five years.' Below this is a button 'FIND OUT MORE'. The second image shows a woman in a white hard hat and yellow vest in a van. Below it is the heading 'Careers with CarillionAmey' and a paragraph: 'We're always on the look-out for talented new recruits to join our team.' Below this is a button 'JOIN THE TEAM'. The third image shows a family (a man, a woman, and a child) sitting on a lawn with a dog. Below it is the heading 'Latest company news' and a paragraph: 'Keep up to date with the latest news and improvements from CarillionAmey.' Below this is a button 'READ THE LATEST NEWS'.

To provide feedback on this edition of Tempo, please contact:
Communications@carillionamey.co.uk

For more information on our improvement plan please visit:

Website: www.carillionamey.co.uk **Facebook:** www.facebook.com/carillionamey

Twitter: www.twitter.com/carillionamey **LinkedIn:** www.linkedin.com/company/carillionamey