

# Tempo

Keeping you up to speed on our activity

Weekly update for our Stakeholders



06 July 2017

## Weekly update on the National Housing Prime and Regional Primes

### Chief of Defence People visits the CarillionAmey Customer Service Centre

We were absolutely honoured to have Lt General Richard Nugee CVO CBE, Chief of Defence People visit our Customer Service Centre recently. Stuart Jones, our Communications and Customer Service Director has written a blog about the day.

*I had the great pleasure of meeting General Nugee at a SSAFA charity event following the CarillionAmey team's incredible effort to raise £150,000 for Service personnel struggling to transition from military to civilian life (SSAFA is an amazing charity!). The General and I had a chat about how difficult it can be to retain talent within your organisation, especially during periods of transition, or when public perception is not in your favour and he was keen to hear about CarillionAmey.*

*I told the General all about our 200+ strong customer service team at CarillionAmey, how proud they are to support our Armed Forces and extended an invite to him to visit. At the time our business was going through the accreditation process for Investors in People, which we were eventually successful in. Our HR Director gave me the privilege of holding our Investors in People plaque*

*at our Customer Service Centre and I knew there could be no one more appropriate than General Nugee to unveil it (after all his appointment was approved by the Queen with responsibility for all defence staff!)*

*General Nugee gracefully accepted our invite, so we made a day of it. Mike Hood, Carillion Services HR Director joined us, along with the General's Military Assistant, and we gave an overview of the capabilities of our £500m p.a. business. The General listened into some of the 1 million+ calls our centre handles every year, and saw first-hand the skill and empathy our teams have when helping our military customers with housing and infrastructure issues.*

*The General gave an inspiring speech to our team. He explained how his policies can affect the way we have to operate as a business, which has led to some of the press coverage we have had. He thanked our team for their efforts, acknowledged the improvements they have generated and encouraged us to keep doing an incredible job.*

*At the CarillionAmey Customer Service Centre we are investing in technology and artificial intelligence to improve efficiency for our customers. We're also reducing our cost base and creating more meaningful and empowered roles for the customer service professionals who make up our award winning team. Only a few weeks ago CarillionAmey were presented with an award from the Armed Forces Covenant for employing people from the military community, something we're very proud of. General Nugee was really pleased to sit with some of our ex-regulars and reservists who are now doing an amazing job for CarillionAmey.*

*A truly great day, which formed part of our celebrations around Armed Forces Day, which was hosted in our home city of Liverpool. And a big thank you especially to General Nugee for paying us a visit!*



**Stuart Jones**  
Customer Service and Communications Director

## Meet John Canham: our new Site Manager with a Service background

We are committed to employing people from the military community. At the moment we have over 150 employees with a military background who are helping to bring their experience and knowledge to improve our service. They also understand customers on a more personal level because they have walked in their shoes.

John Canham has been with us on our Regional Prime South East Contract for just over a month after just short of 39 years in the Services. He joined the Army straight from school, enlisting in to the Royal Electrical and Mechanical Engineers as an Apprentice Aircraft Technician. He rose through the ranks and has completed many tours. In 2012, he was posted to Abbeywood as the Requirements Manager for the Aircrew Escape and Survival Team. His biggest achievement there was being involved in driving a team to develop a new, state of the art Aircrew Flying ensemble, now used widely across Defence. He was then promoted to Lieutenant Colonel in 2015 and posted to the technology office working on Additive Manufacturing (3D Printing).

As he transitioned to civilian life, he came across a job posting for a Site Manager at Bicester with us. He enjoys the role as no two days are the same and there is a lot going on. He is also suited to a busy and fast paced environment so the job suits him well. The Services provide well motivated, rounded and often technically minded individuals and he is looking forward to bringing the vast experience he has with him to the role. Throughout his career, he has always taken a very hands on approach and he likes to make a difference in all that he does, he hopes he can deliver a top service that he would want for himself.



John has been particularly impressed with the help and support he's received from our staff since he arrived. He said, *"My line manager, Tom Birch, has been excellent sorting out training courses for me. Together with one to one sessions and training periods on specialist areas, he is proving an excellent mentor, and Duty Manager Neal Ferguson and Admin Sue Cox have really welcomed me into Bicester. I'm very heartened by the general ethos of the company wanting to do the best for the Services and focusing hard on providing a top quality service. I'm enjoying every moment and feel confident that CA provides a framework for development that I can follow should I choose to. I would firmly recommend Military personnel to CA and of course that military personnel seek CA as a potential employer."*

## You said, we did: our responsibilities

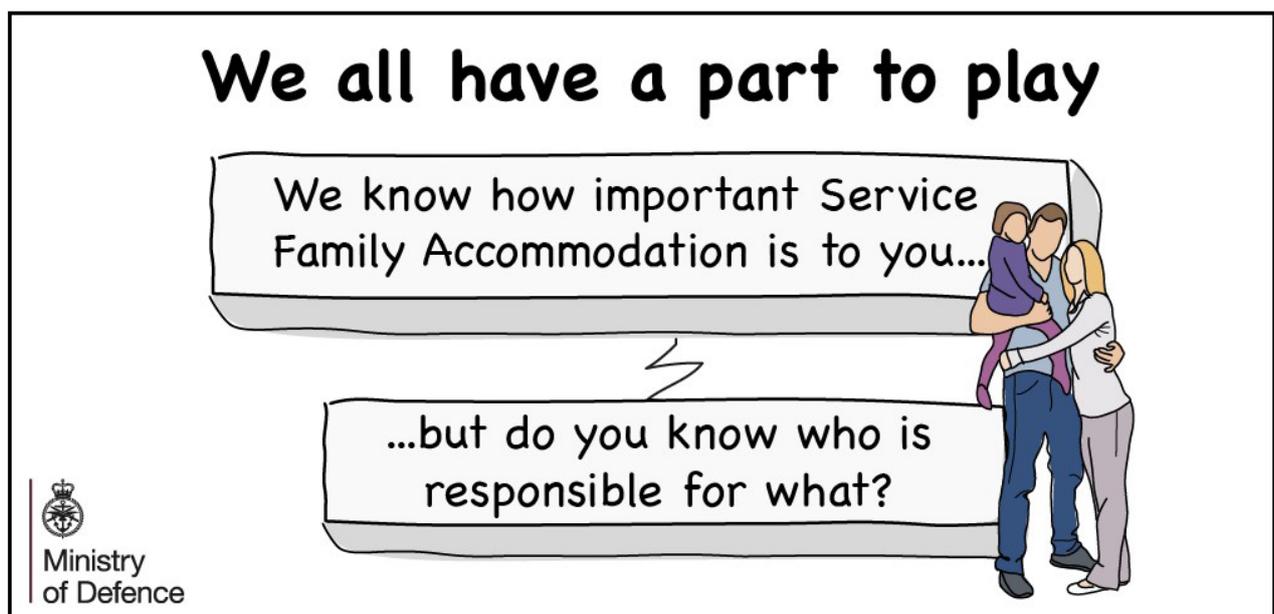
We're out engaging customers at the moment through a series of workshops across the UK with the Defence Infrastructure Organisation (DIO). Our customer engagement workshops are of great value and importance to us, all feedback, whether it's positive or negative, helps shape our business and tailor services to better suit our customer's needs.

This is the next article in our series highlighting a selection of the specific improvements we've put in place following a review of feedback. We were made aware by customers that they were unsure who was responsible for what and a lot of the information available isn't very clear.

DIO wanted to help explain our responsibilities, within context, and emphasise the importance of what the customer is responsible for too. Through our Customer Engagement workshops, we are explaining that, although we work together as one team, we each have our own responsibilities.

To help this, DIO have created a '**we all have a part to play**' video. It explains everyone's responsibility when it comes to accommodation, including us, Service families, Ministry of Defence, front-line commands and DIO.

It's been created in order to ensure that any comments and queries relating to Service Family Accommodation are directed to the right place. This will help to avoid any delays for our customers which happen when requests are sent to the wrong team. The video also comes with a poster that will be available on our website and in the local HIVES and our Local Customer Service Centres.



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](http://www.carillionamey.co.uk) **Facebook:** [www.facebook.com/carillionamey](http://www.facebook.com/carillionamey)

**Twitter:** [www.twitter.com/carillionamey](http://www.twitter.com/carillionamey) **LinkedIn:** [www.linkedin.com/company/carillionamey](http://www.linkedin.com/company/carillionamey)