



INFORMING THE UK NAO'S SERVICE FAMILY ACCOMMODATION DEBATE

Supporting UK National Audit Office Debates

HVR Consulting's problem structuring techniques were deployed to inform the UK National Audit Office's (NAO) debate on ensuring that the UK's Armed Forces are provided with suitable housing.

When reviewing the UK's Armed Forces housing requirements, the NAO were looking to examine:

- The scale and cost of vacant quarters currently held;
- The Defence Housing Executive plan to reduce vacant quarters;
- The effective management of the estate to minimise vacant quarters;
- The arrangements for identifying and disposing of houses that are surplus to requirements.

Our Approach

HVR Consulting's subject matter experts facilitated workshops with stakeholders to establish decision loops and required timescales to ensure that demand for the UK's Armed Forces Family Accommodation matched supply. After collation of data from stakeholder groups, HVR employed sophisticated process mapping techniques to construct an overarching structure for the problem and an overall view of influences within the system.

HVR's work was essential towards ensuring that systemic failure was averted and all stakeholders were presented with a satisfactory plan of action.

Adding Value to NAO Studies & Reporting

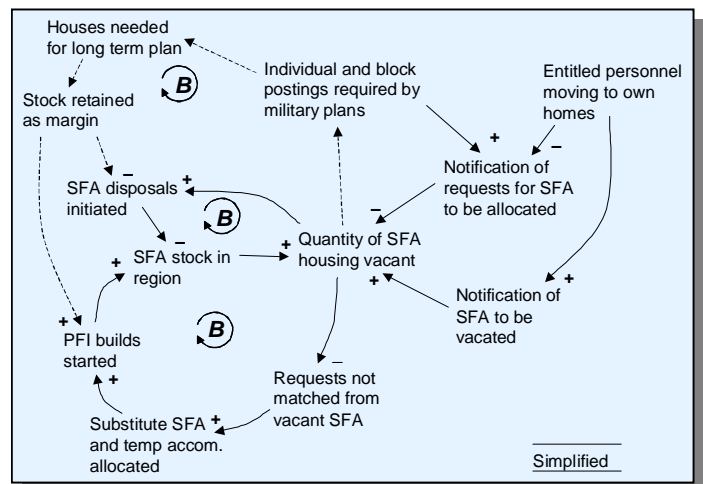
HVR Consulting's approach provided significant benefits to the NAO study and resulting conclusions; these were:

Effectively Representing Stakeholder's Views

HVR's process mapping supported the NAO's debate and helped to develop an understanding of problem drivers. The mapping represented the consensus view of stakeholders and gave insights into the problems faced by the planning process. Through effective running of the workshops, we ensured that the views and constraints of all stakeholders were fully represented and became part of the solution space.

Providing Clarity to the Debate

The completed process map, as developed by HVR, highlighted the issues in such clarity that it was used by the NAO in their subsequent report to illustrate the difficulty of balancing supply and demand for the UK's Armed Forces Family Accommodation.



Our Experience

HVR demonstrated the ability to engage with stakeholders and use problem structuring techniques to clarify and facilitate the debate.