

INTERNAL DELIVERY GROUP

Record of Actions

18 February 2009

Attendees

██████████ - Chair

Lt Col Steven Windmill - Sec



Serial	Comment	Action
1	<u>ERG Feedback</u> a. <u>Comms</u>. Agreed comms is key in terms of deliverance for both deliverers and receivers of benefits b. <u>Continuity of NI Record</u>. Issue fixed. DWP also to amend/extend NI credit/review period to cover JSA claims. c. <u>HMRC</u>. Looking at taxing service personnel for receipt of our dental/healthcare. d. <u>Mental healthcare</u>. Scottish pilot to start Mar 09. e. <u>Next ERG</u>. To coincide with visit of Advocates to army – meetings are quarterly. October meeting will finalise report.	CLG & DWP to work with MOD on common comms. SPCP / ██████████ Firm line against this is to be taken. ██████████ Report generation schedule to coincide with ERG. SPCP / ██████████
2	<u>Rights of Service Personnel</u> a. <u>Law v policy</u>. Paper to minutes evolving, outlining options on legislative rights versus policy options. b. The policy route is easier and more common route – allows for flexibility of service provided – but is difficult for an individual to fight/overcome policy where it has not worked. An Ombudsman,	SPCP writing paper for USoS.

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	or link to Ombudsmen, could be appointed to help individuals when problems arise. c. The MOD should not seek to impose statutory obligations upon other Depts that we do not observe ourselves, but we need to remain aware of the moral component.	
3	<u>Methods of Evaluation.</u> a. <u>Methodology.</u> A mix of quantitative and qualitative data will be required. Most of the data will be qualitative. b. <u>Baseline.</u> Initial results need to be in place nlt June 09 and will integrated into report for PM/Ministers cross-government in Oct 09. c. <u>Veterans Medical Issues.</u> Preferred solution is for tracking to be via tick-box within extant GP / PCT software. Incentives for completion may be necessary. d. <u>Parity / Equality of Care.</u> Measurement will be based upon like-for-like areas of support. Constrained by resources. Healthcare provision report by NAO will reflect current position. e. <u>Social Housing.</u> Policy evolving.	Lt Col Steven Windmill has the lead. To write paper with timelines and methodology by end Feb 09. SPCP / SW ██████ to advise on progress DMS to write strategy paper following publication of HCP. ██████ Prepare media lines to take as prior prep for release of HCP. SPCP / ██████ Way forward to be discussed at next meeting. ██████
4	<u>Commanders Briefing Note</u> a. <u>PowerPoint Presentation.</u> Aim is to provide feedback on SPCP progress to all service personnel via CoC. b. Copy of draft presentation shown to meeting. Comments to SPCP nlt end Feb 09	All to send comments to SCPC / ██████
5	Communications a. <u>Difficulty.</u> SPCP experiencing in getting info / leaflets to families.	sS to advise on how we can best communicate to their families [ie. via HIVE, websites, etc] with who/where. To SCPC /

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		sS to also advise on how many leaflets brochures they require and the names/address