

**ANNEX A
TO CHAPTER 7
TO JSP 464 VOL 1 PT 1**

FORMAT FOR CASEWORK IN SUPPORT OF RETENTION

PART 1 – PERSONAL DETAILS

Name & Initials:	Service Number:
Rank:	Service/Regt/Corps:
Service Families Accommodation/Substitute Service Families Accommodation Address:	
Phone Number:	E-Mail Address:

Details of family members residing at the address permanently:

Title (Mr/Mrs etc)	Surname	Forename(s)	DOB (or date baby due)	Relationship to Applicant

Current Unit:
Future Unit (if applying for retention on assignment):
Expected End of Tour Date:

PART 2 – RETENTION DETAILS

Retention request is submitted in accordance with the circumstances admissible in JSP 464, Volume 1, Part 1, Chapter 7, Section VIII, para 0725.

Ser	Retention Criteria	Enter X for Reason for Request	Notes/Supporting Documentation Required <small>1</small>
1.	Naval Port Area		IP/DIO to verify if necessary.
2.	VCDS List ²		IP/DIO to verify if necessary
3.	SFA non-availability < 6 weeks up to 3 months. < 3 months up to one month		IP/DIO internal verification.
4.	Short notice assignment < 6 weeks up to 3 months. < 3 months up to one month		Applicant to provide copy of Assignment Order
5.	Unaccompanied tour		Applicant to provide copy of Assignment Order showing post is unaccompanied
6.	Welfare		Welfare - Applicant to provide Welfare Case from Royal Navy Royal Marines Welfare (RNRMW), Army Welfare Service (AWS) or

			SSAFA and/or internal/external welfare agency, as appropriate.
7.	Medical		Medical – Applicants to provide support from appropriate medical practitioner, clearly indicating why medical treatment cannot be transferred to new area.
8.	Educational		Applicant to provide verification from the relevant education provider
9.	Moves of short duration		Applicant to provide copy of Assignment Order/confirmation from Manning Authority
10.	Foot Guards Battalion Basing Areas		IP/DIO to verify if necessary.
11.	Extended duration Operational Deployments		Applicant to provide copy of Assignment Ord/confirmation from Manning Authority
12.	Retention of SFA for Spouse's Education ³		Applicant to provide evidence that course was started with a realistic expectation of being completed prior to a declared Future Availability Date on SP's Assignment Order
13.	Extended notice period for Spouse's employment.		Applicant to provide confirmation that a short notice assignment allows insufficient time to provide notice to employer.

Retention requested until:		(date should not exceed 12 months, except VCDS List and Naval Port Areas)
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¹ For welfare and/or medical casework, please see guidance notes below.

² Assignments to **MOD London**. Those personnel assigned to MOD Main Building (including OWOB), London on the VCDS 45 Minute List (controlled by MA2 VCDS) are **entitled to retention** of their SFA on application to the IP. Personnel will be required to vacate tied / ex officio SFA in accordance with para i below. All other Service personnel assigned to MOD Main Building may apply to retain their SFA on an eligible basis prior to taking up their assignment. If approved, the Service person will be granted a **Surplus Licence (28 days NTV)** on the effective date of their assignment to MOD Main Building. VOLSEP / INVOLSEP status will be in accordance with the extant regulations in JSP 752 as determined by People-AF REM and the PACCC.

³ **Retention of SFA for Spouses on Adult Educational Courses**. Where a spouse is undertaking adult educational or training courses aimed specifically at improving their skills for work and/or opening up new employment opportunities which was started in the realistic expectation that it would have been completed in the period of the Service person's current assignment (i.e. prior to a declared Future Availability Date on the SP's Assignment Order) but the Service person is instead assigned elsewhere before the end of the course. A case may be made through **Unit HR office** to the IPHD/DIO SAT for the retention of SFA/SSFA. This must be demonstrated with conclusive evidence, including addressing course transferability, supported by Unit HR staff and presented to the IPHD/DIO SAT. Such cases are to be considered by the IPHD/DIO SAT.

Guidance on supporting evidence for welfare/medical casework:

There is no definitive list of what evidence is acceptable in support of welfare/medical casework, however, it is anticipated that the evidence provided will

1. Be current and pertinent to the case;
2. Be provided by an expert or professional, i.e. GP, Consultant, Occupational Health Therapist, Employer on branded stationery/email template;
3. State the facts of the matter, together with a definitive recommendation based on actual need and not the desired outcome of the individual;
4. Where relevant and where known, provide guidance on the pertinent timescales of the case, i.e. recuperation period, end of school term, etc

This list is not exhaustive, and evidence submitted will be considered on a case-by-case basis.

Justification

This is the key part of the submission. The important issue is whether the circumstances of the case fall within the regulations and meet the retention criteria. It is essential to ensure that all supporting documents are attached to the submission as without the required evidence the application will be rejected.

Details of any attachments:

Appeals Process

Individuals who are not content with the decision made by Industry Partner Occupancy Services Helpdesk may have their case reviewed by DIO Accommodation. Full details of the reason for wishing to seek a review should be sent to: DIOSDAccn-OccMgtTeam@mod.gov.uk

Individuals who remain dissatisfied with the outcome of the DIO RD Accn review may submit an appeal through their Military Chain of Command to the respective single Service Housing Col Team (copied to the IP OS Helpdesk hello@pinnacleservicefamilies.co.uk for review.

Navy: NAVYPEOPLE-PS ACCOMSO2@mod.gov.uk
 Army: RC-Pers-FamSp-0Mailbox@mod.gov.uk
 RAF: Air-COSPers-DelComSptMlbox@mod.gov.uk
 StratCom: UKStratCom-HR-Corp-StratPolSO1@mod.gov.uk
 DES: DESHRJSST-JSAUOC@mod.gov.uk

Appeals will only be considered on the facts presented in the original submission and therefore it is important that all relevant information is included from the outset. The appeal must be submitted, reviewed and concluded within 10 working days of the original decision.

Other Considerations

You are advised to contact your unit HR regarding the retention of SFA/SSFA as your choice to remain in the SFA/SSFA may affect some elements of your pay and allowances. For example, if you are a CEA claimant and choose to retain your SFA/SSFA your eligibility to claim CEA may be affected. JSP 752 refers.

For IP/DIO Use:

Level 1

Ser	Application Status	X	Outcome
1.	Application Rejected		Failure to supply supporting documentation
2.	Application Approved		Expiry Date: Review Date:
3.	Application Refused		Reason for Refusal:

IP Area Manager/DIO RD Accn Substitute Accommodation Manager

Name:	Appointment:	Date:
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Level 2

	X		X	
Decision Endorsed		Decision Not Endorsed		Reason:

DIO RD Accn Deputy Occupancy Manager/DIO RD Accn Substitute Accommodation Delivery Manager

Name:	Appointment:	Date:
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Notes: