

Value for Money

Contents

- What is Value for Money (VfM)
- Why do VfM
- What has Arcon done
- Results so far
- Questions
- Exercise

What is VfM?

- Economy, Efficiency and Effectiveness
- Buying the same goods or services for less money
- Getting better quality goods or services for the same money
- Improved processes – saving staff time or provide better service for tenants and leaseholders

What is VfM?

- A balancing act
- Quality of service most important
- Better to be expensive and provide a really good service
- Don't want to be low cost and low service

Why do we do VfM?

- Best use of limited resources
- Best quality of service with what we have available
- Limited amount of money available, e.g. rental income
- Introduce new services e.g. Estate Services Officer, Mobile Warden Service
- State of the economy

Why do we do VfM?

- Banks
- Tenant Services Authority
- Audit Commission (KLOE32)
- You!

What has Arcon done?



What have we done?

- VfM Group – staff, Board and leaseholder
- Compared ourselves to KLOE32
- VfM Strategy
- Action Plan
- Benchmarking – HouseMark
- Procurement for Housing
- Reviews

How we decide what to review

- At first, based on views of group members
- Now use HouseMark to provide focus
- Consider where are we performing poorly in comparison to others
- In future, Tenant Scrutiny Committee may also decide what we look at

How we carry out the review

- Look at benchmarking data – both cost and performance
- Understand what makes up the costs
- What impacts on performance
- Look at other landlords and ask them what they are doing – can we do that too
- Make changes where possible

Some of the Results

- Lift Maintenance (£7k)
- Void decoration vouchers (13%)
- Photocopiers (sold old printers)
- Heatley Road major repairs (£94k)
- Loan (ADL) – fixed interest (£162k)
- Communal areas electricity (£6.5k)
- Insurance (£11k)

Some of the Results

- Newsletters & annual report (50%)
- Stationery (50%)
- Recruitment via internet (£2.4k)
- Boilers (£100 rebate - £6.8k)
- Gardening (£11k)
- Pocket Survey licence & training (£2.4k)

In depth Reviews

- Management fee on service charges
- Application packs
- In house vs. consultants on major repairs
- Voids and lettings processes
- Overheads
- Responsive Repairs – though now looking at Estate Services

Any Questions?

