

VENTURE HOUSING ASSOCIATION LIMITED
MINUTES OF VfM GROUP MEETING HELD ON
TUESDAY, 26 APRIL 2011 AT 1.00 PM

Present: **Ron Heydon (RH) [Chair]**
 Peter Barnett (PB)
 Ray Davies (RD)
 Graeme Freeman (GF)
 Dennis Graham (DG)
 Claire McDavid (CM)
 Jacque Osborne (JO)
 Louise Wallace (LW)

Apologies: **Adrienne Berkson (AB)**
 Julie Askey (JA)

Actions: **Chair (5), AF (1), GF (1), DG (1)**

The Chair of the Group welcomed PB, DG and LW to their first meeting.

Item	Minute	Action
VfM18/11	<p>MINUTES OF THE PREVIOUS MEETING HELD ON 7 MARCH 2011</p> <p>Agreed by the Group.</p>	
VfM19/11	<p>MATTERS ARISING</p> <p>The Chair addressed each of the action column items in the minutes for the meeting of 7 March 2011:</p> <p>i) Options report on 140/142 Whetstone Lane was due to go to the Operations Committee on 3 May 2011.</p> <p>ii) ASB – Housemark data set for year end 2012 not 2011.</p> <p>iii) AC Inspection Report – one Venture VfM Group document set for next meeting in June 2011.</p> <p>iv) VfM subject to be made more interesting for tenants – RD suggested using the website to issue invitations to comment about minutes.</p>	<p>GF</p> <p>Chair</p> <p>Chair</p>

	<p>v) Joint information sharing protocol with LCC.</p> <p>vi) % of properties accepted on first offer – Housemark say that this is a new PI and they expect take up to grow during the next year.</p> <p>vii) Average working days lost due to sickness – Venture performance (2010/11) @ 8.26%; Housemark median (2010/11) @ 5.95%. End of year analysis to be completed by the HR department. The Chair said that this did not show a good performance by Venture and that improvement was required.</p> <p>viii) The Chair did not know if LB and the HR Manager had yet met. Chair to sort out.</p>	<p>AF</p> <p>Chair</p> <p>Chair</p>
VfM20/11	<p>VALUE FOR MONEY (VfM) ACTION PLAN FOR MARCH 2011</p> <p>The Chair presented an update of the Group’s Annual Action Plan for March 2011.</p> <p>All but two of the items had been completed and these would be carried forward on to the 2011/12 version which would be presented to the next meeting in June 2011.</p>	<p>Chair</p>
VfM21/11	<p>HOUSEMARK COST REPORT (2009) YEAR END MARCH 2010 UPDATE ANALYSIS</p> <p>The Chair presented the form of report which would be used to progress the annual improvement associated with the activities contained within this report.</p> <p>The information for the year end 2010 was very scant but, with effect from 2011, this form of report would enable detailed and extensive analysis to take place.</p>	
VfM22/11	<p>VfM/BEST VALUE REVIEWS 2010/11 UPDATE</p> <p>The Chair confirmed that no further comments had been received from members in respect of the two reports (Aids & Adaptations and SAP Ratings).</p> <p>The two reports were formally accepted by the VfM Group and the members of each review group were thanked for their efforts in producing the documents.</p> <p>They were now formally passed on to the Operations Directorate and DG confirmed that he would report back to this Group in 4 to 5 months in respect of the progress made on each of the recommendations.</p>	<p>DG</p>

VfM23/11	<p>ANY OTHER BUSINESS</p> <p>GF informed the meeting that Housemark continued to make changes to its data collection procedures (now raw data instead of percentage PIs) in order to improve the reliability of the performance data presented in each of its reports.</p> <p>DG confirmed that the Operations Directorate had high expectations of the new responsive repairs procurement system which would come on line over the next few months and further opportunities to improve VfM would present themselves following this change.</p> <p>RD confirmed that the Operations Committee were concerned about the level of potential Bad Debts. The Chair and LW confirmed that they intended to get together with the Rent Arrears Team after the next Bank Holiday to focus in on potential areas of improvement with these items.</p>	
VfM24/11	<p>DATE AND TIME OF NEXT MEETING</p> <p>Monday 13 June 2011 at 2.30 pm.</p>	