

VENTURE HOUSING ASSOCIATION LIMITED

MINUTES OF THE VfM GROUP MEETING HELD ON

MONDAY, 13 JUNE 2011 AT 2.30PM

Present: Ron Heydon (RH) (Chair)
Julie Askey (JA)
Louise Baldock (LB)
Peter Barnett (PB)
Adrienne Berkson (AB)
Ray Davies (RD)
Graeme Freeman (GF)
Claire McDavid (CM)
Ian Sewell (IS)
Louise Wallace (LW)

Apologies: Dennis Graham (DG)
Annmarie Flynn (AF)

Actions: Chair (3), AF (1), DG (1), LW (1)

The Chair of the Group welcomed IS to his first meeting of the VfM Group.

Item	Minute	Action
VfM25/11	MINUTES OF THE PREVIOUS MEETING HELD ON 26 APRIL 2011 Agreed by the Group.	
VfM26/11	MATTERS ARISING The Chair addressed each of the action column items in the minutes for the meeting of 26 April 2011: i) ASB – Housemark data set for year end 2012 through React system. ii) AC Inspection Report – Board and Tenant review of Venture Responses to Action Plan (VfM sections) now taking place. iii) Website now being used to publicise VfM Group activity and minutes.	

	<ul style="list-style-type: none"> iv) Joint information sharing protocol with LCC – held over until AF can report back to the Group. v) The Chair reported improvement in the Average Working days due to sickness through April and May 2011. Eight days plus per staff member (quartile 4) is an unacceptable level of performance. To be monitored closely each month. vi) The Chair reported that LB and the HR Manager had now met and he thanked LB for her help in reviewing and amending Venture’s Sickness Absence Policy. vii) DG to come back at the half year stage to update the Group on the 2010/11 VfM / Best Value Review recommendations and how they were working out. 	<p>AF</p> <p>DG</p>
VfM27/11	<p>VALUE FOR MONEY (VfM) ACTION PLAN (2011/12)</p> <p>The Chair presented an update of the Group’s annual Action Plan for March 2012.</p> <p>LB asked about the form of the March 2011 Performance Statistics Results to be distributed to all staff by September 2011. The Chair confirmed that he would bring a copy of the report to the VfM Group at a future meeting.</p>	<p>Chair</p>
VfM28/11	<p>Q4 (2010/11) HOUSEMARK PI DATA – SYNOPSIS OF REPORT</p> <p>The Chair noted that the majority (63%) of the quarter 4 results fell into the top two quartiles of performance but some areas still required a measure of improvement. In respect of the six quartile 4 performance indicators the Chair presented Qtr 4 (2010/11) – Areas for Improvement report which outlined how each of the areas of weakness was going to be improved during 2011/12. To be monitored closely each quarter as previously.</p>	
VfM29/11	<p>PLANNED EFFICIENCY GAIN REPORTS FOR 2010/11 AND 2011/12</p> <p>The Chair presented an update of the 2010/11 report to show the outturn savings made for that year and the 2011/12 report to show the expected savings to be made in respect of the upcoming year.</p> <p>Examples were given by various members of the VfM Group</p>	

VfM30/11	<p>as to how individual area efficiencies and savings had been generated for 2010/11.</p> <p>The Chair confirmed that the 2011/12 figures were entirely separate from those of 2010/11 and that there was no double counting of the same saving on the either of the two reports.</p> <p>RD suggested that Board members should receive correspondence by electronic means wherever possible. The Chair was to forward this suggestion on to the Association's Customer Service Team.</p> <p>VfM AND EFFICIENCIES IMPACT REPORT FOR 2010/11</p> <p>The Chair presented the 2010/11 VfM and Efficiencies Impact Report to the Group, which outlined the Association's VfM activities, cost and service performance results, efficiency gains, VfM reviews undertaken and outcomes for tenants in respect of the year ended 31 March 2011.</p> <p>The Group noted the all round improvement in respect of the above activities and were pleased that the efforts of the last two years were starting to bear fruit.</p> <p>RD noted the position in respect of Resident Involvement cost per property, but he believed that the Association demonstrated a lack of co-ordination and communication in regard to organised events. He wanted the Association to make sure that we used each event to the maximum possible use. LW to review and report back.</p> <p>The Group noted and accepted the report.</p>	Chair
VfM31/11	<p>ANY OTHER BUSINESS</p> <p>LB informed the Group that she had recently had Lunch at One Vision Housing (OVH) where the subject of shared services was brought up. LB reminded the Group that Venture had an ongoing commitment to this and that the Group should commence thinking as to how we might achieve efficiencies through such a process. The Chair confirmed that he would attempt to contact the VfM Group (or equivalent) of OVH in order to investigate the possibility of progressing such matters.</p>	LW
VfM32/11	<p>DATE AND TIME OF NEXT MEETING</p> <p>Monday 22 August 2011 at 2.30pm.</p>	Chair