

**VENTURE HOUSING ASSOCIATION LIMITED**

**MINUTES OF THE VfM GROUP MEETING HELD ON**

**MONDAY, 7 MARCH 2011 AT 2.30PM**

**Present:** Ron Heydon (RH) (Chair)  
Annmarie Flynn (AF)  
Dave Griffiths (DG)  
Graeme Freeman (GF)  
Julie Askey (JA)  
Jacquie Osborne (JO)  
Louise Baldock (LB)  
Louise Powell (LP)  
Ray Davies (RD)

**Apologies:** Adrienne Berkson (AB)  
Claire McDavid (CM)  
Peter Barnett (PB)

The Chair of the Group welcomed JA to her first meeting.

Item	Minute	Action
VfM10/11	<b>MINUTES OF THE PREVIOUS MEETING HELD ON 17 JANUARY 2011</b>  Agreed by the Group.	
VfM11/11	<b>MATTERS ARISING</b>  The Chair addressed each of the action column items in the minutes for the meeting of the 17 January 2011:  i) AF reported that a city wide piece of research was currently being carried out on the lower levels of satisfaction experienced by EM tenants across all housing associations in Liverpool.  ii) GF confirmed that both VfM/Best Value Review Groups would be completed by the target date of 31 March 2011.  iii) RD informed the Group that the Operations	

VfM12/11	<p>Committee had indicated their concern over the high amount of the some rent arrears being written off.</p> <p>iv) % of dwellings and available to let and % of void rent loss – the Chair confirmed to the Group that both of PIs had shown improvement during January and February 2011.</p> <p>v) AF confirmed that the Options Report on 140/142 Whetstone Lane was waiting on market assessment information due from Plus Dane Housing. As soon as this was received, the report would go to the Operations Committee for their consideration.</p> <p>vi) ASB – Need for data to be input. GF confirmed that the production and submission of this data to Housemark relies on the correct data being input into React (ASB software). GF will ensure that the appropriate meeting takes place between interested parties to make this happen for the year ended 31 March 2011.</p> <p><b>VALUE FOR MONEY (VfM) ACTION PLAN (2010/11) – UPDATE</b></p> <p>The Chair presented an update of the Group’s Annual Action Plan for February 2011.</p> <p>A number of suggestions were made in respect of improving this item:</p> <p>i) Audit Commission Inspection Report for 2010 made a number of comments about VfM – all positive and negative comments made in the report should be shown on one Venture VfM Group document.</p> <p>ii) VfM Group Meeting minutes should be posted on the Association’s Website requesting comments and/or opinions.</p> <p>iii) There is a need to make this subject more interesting for tenants and options to be considered (i.e. meetings on the Wirral, etc).</p>	<p>AF</p> <p>GF</p> <p>RH</p> <p>RH</p> <p>RH</p>
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VfM13/11	<p><b>Q3 (2010/11) HOUSEMARK PI DATA – SYNOPSIS OF REPORT</b></p> <p>The Chair noted that the majority of the quarter 3 results fell in the top two quartiles of performance but some areas still require a measure of improvement:</p> <ul style="list-style-type: none"> <li>i) Rent Collected as a % of rent owed – November 2011 was a five week month with only one Liverpool HB payment in it. The current low collection rate is a timing difference which will be rectified at the next five week month with two Liverpool HB payments.</li> <li>ii) Rent written off as a % of annual rent roll – One large write off in quarter 2 has produced a quartile 4 performance (smaller, more regular write offs next year will bring us into alignment with competitors).  LB advised contacting Martin Jungnitz at LCC to improve actions relating to our joint Information Sharing protocol.</li> <li>iii) % of dwellings vacant and available to let – AF confirmed that the Choice based letting system on the Wirral had a built in delay process of two weeks and that we have an over supply of flats in general.</li> <li>iv) % of properties accepted on the first offer – The Group decided that it needed to know a bit more about this particular PI and so requested that: <ul style="list-style-type: none"> <li>a) GF ascertain from Housemark why so few contributions completed this PI, and;</li> <li>b) AF to use the Housemark forum to obtain background information and possible options for improvement.</li> </ul> </li> <li>v) Repair PIs were currently being effected by a fall off in performance from our existing contractors for obvious reasons. AF pointed out that end to end time for reactive repairs had improved significantly over 2010/11.</li> <li>vi) % of dwellings with a valid gas safety certificate – DG informed the Group that the current position was 100%.</li> </ul>	<p>AF</p> <p>GF</p> <p>AF</p>
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	<p>vii) Average working days lost due to sickness – End of year analysis to be completed by the HR department.</p> <p>LB, again, offered to advise the HR Manager in respect of her experience in this area at the HRM's convenience. RH to set this up.</p>	<p>RH</p> <p>RH</p>
<p>VfM14/11</p>	<p><b>VfM / BEST VALUE REVIEWS 2010/11 – UPDATE</b></p> <p>GF gave a verbal update in respect of both groups as follows:</p> <p>i) SAP Rating – completed. Preparation of final report in progress.</p> <p>ii) Aids and Adaptations – almost completed.</p> <p>GF noted that each report will identify areas of significant cost savings. When completed, the reports will be circulated amongst all VfM Group members and one week of time will be allocated to receive comments and opinions.</p>	<p>GF</p>
<p>VfM15/11</p>	<p><b>HOUSEMARK ANNUAL VfM STANDARD SUMMARY</b></p> <p>The Chair presented Housemark's Value for Money (VfM) Standard Summary in respect of 2009/10 and noted the general improvement over the previous year of 2008/09.</p> <p>AF requested details of the data applicable to the Direct Cost per property of Housing Management.</p> <p>ASB data outstanding on both years.</p>	<p>RH</p> <p>GF</p>
<p>VfM16/11</p>	<p><b>ANY OTHER BUSINESS</b></p> <p>None</p>	
<p>VfM17/11</p>	<p><b>DATE AND TIME OF NEXT MEETING</b></p> <p>Monday, 13th June 2011 at 2.30pm. The Chair noted the possibility of a further meeting to be held in April 2011.</p>	