



Value for Money Focus Group

Held on Tuesday, 16th November 2010 at 12.30pm
In the Boardroom, Southgate House

Present: Carole May, VFM & Procurement Manager
Sharon Goode, Resident Involvement Officer

Attendees: M Day
H Dunn
D Porter
M Groom
S Cripps
A Taverner

Item	Action
1 Apologies	
None	
2 Introduction and health/safety issues	
<ul style="list-style-type: none">SG welcomed everyone and outlined evacuation procedures as per instructions in boardroom and advised where facilities are.	
3 Identifying the service	
<ul style="list-style-type: none">CM provided an overview of her role and the history of VFM and the benefits of VFM & Procurement.CM provided a spreadsheet showing annual efficiency savings/value for money log and explained how GCH provide details of efficiency savings to the City Council.CM outlined how we are now procuring more kitchens & bathrooms at a better specification.CM explained how we use benchmarking to check out our services against other ALMOs.CM then explained the inward investments eg Lifelink & energy	

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efficiency grants and also Sponsorship eg community events, Sheltered Scheme Panto.

- CM then advised the group of the service reviews, past, present and future, explaining the recent review of office accommodation, investigating future options and the limited bargaining power we hold due to 5 year limit as GCH contract with Council ends in 2016.
- Several suggestions for alternative accommodation were made by various members of the group and CM advised that the required specifications have been given to an agent who will advise if anything suitable comes onto the market.
- CM advised that future reviews will include Resident Involvement, Lifelink, IT and currently Tenancy Management, which involves staff recording the jobs they do and time spent doing them. This will then be compared against other ALMOs.
- CM explained previous benchmarking showed Income Management as high cost and high performance however, doing much more additional work. Report was presented to Customer Forum who decided if continued high performance, high cost acceptable.
- CM then explained member of Gloucestershire Procurement Partnership which includes NHS, Stroud & the Forest.
- SC queried how much GCH receive for Project Solace. CM & SG explained that some, if not all posts are funded by police & council.
- DP asked if savings made through Decent Homes will be available to continue with next year's programme, due to Government cuts. CM explained that the savings are efficiency savings which are non cashable.
- DP asked how savings can be made through reduced sickness. CM advised that figures from Council, pre GCH, are used a baseline. Using performance management, staff are aware of impact of their absence on team and service. SG added that back to work interviews, support and care for staff help increase morale and enable staff to return to work, identify trends and help staff.
- AT queried why minus figure for 2009-10. CM advised increase against target due to several long term absences.
- DP asked if personal files are held for staff. CM confirmed this.
- AT queried why no forecast figure for Inward Investments. CM

<p>advised error on spreadsheet and will correct to show £10,210.</p> <ul style="list-style-type: none"> • MD asked why no figures for ASB mediation. CM advised this is a new service and a report is available detailing the benefits which currently do not have a cost value. • MD asked about the new laundry contract. CM advised figures shown relate to period Aug 2010 to March 2011. Through OGC & Procurement for Housing, a new contract negotiated whereby Armstrong Laundry provides new machines, set wash and dry price agreement at no cost to GCH, collect monies from machines on 6 weekly basis and inspect and clean out machines at these visits. • SC raised issues relating to KTCC laundry. Several matters were discussed however, the group decided this was not an issue for this meeting. • AT queried why figures for both T-mobile and BT. CM advised that T-mobile is best deal for mobile phones and BT for internet access (dongles). • MD asked for confirmation that new photocopiers provided savings. CM confirmed and added that additional savings being made in way we print items and a reduced rental. • AT asked for clarification of Family Intervention Project. CM advised there are reports behind each item available if required. SG explained referrals for support and proactive work with tenants who require. Savings made in similar way to Introductory Tenancies. 	
<p>4 Summary</p>	
<ul style="list-style-type: none"> • CM advised that GCH website displays all service areas and cost 	
<p>5 Any other business</p>	
<ul style="list-style-type: none"> • There was no other business 	
<p>End of meeting: 14.00</p>	