

	Action	Responsible	Resources	Outcome	Target Date
1	Populate HouseMark database with full year financial forecast, and annual budget and performance information quarterly	Finance Team & Performance team	Staff in responsible teams	Data available on Housemark for comparison and targeting VFM improvements	Finance data – by 30 Sept annually Performance data – within 30 days of quarter end
2	Improve HouseMark cost based benchmark results by 10% overall for 2009-10 compared to 2008-9 without impacting on service quality. Annually, setting challenging targets for key	Senior Management Team, VFM Forum, Finance Team & Performance teams	Staff in responsible teams	Provision of more service for the same or reduced cost. Better value for money generating cashable efficiencies to be re-invested in line with	Jul-10
3	Review costs, performance measurement and monitoring arrangements and VFM annually and ensuring that streamlined processes are in place to deliver excellent customer services	VFM Forum, Finance Team & Performance team	Staff in responsible teams	Monitoring meetings taking place to agreed timetable	Jul-10
4	Achieve an overall operating surplus margin of 12% for 2009-10.	Senior Management Team	Senior Management Team	Financial viability assured without compromising front line service delivery.	Mar-10
5	Preparation of 2010/11 budgets from a “Zero-base” for all directorates and targeting the HouseMark top quartile performance for North West LSVT group.	Senior Management Team	Senior Management Team	Provision of more service for the same or reduced cost. Better VFM generating cashable efficiencies to be re-invested in line with customer expectations	Mar-10
6	Review Audit Commission VFM Best Practice http://www.audit-commission.gov.uk/housing/goodpractice/valueformoney/Pages/list.aspx?ctype=ACHousingCaseStudy	VFM Forum	VFM Forum members	Action plan to implement best practice identified by the Audit Commission	Mar-10

	Action	Responsible	Resources	Outcome	Target Date
7	Review Procurement Strategy aimed at involving tenants in shaping services and the selection of a contractors and further developing and extending supply and service partnering frameworks which are based on a structure of continuous improvement.	Duncan Chapman	VFM Forum	Strategy agreed by board and enabling further investment for SLH's tenants without increasing the cost base in the Business Plan	Mar-10
8	Consider offering improved repairs service to customers with the introduction of SLHomeService offering 'Home MOT'	Karen Murphy	Property Services	Benefits to customers one annual visit with an element of planned maintenance to check all the key components	Mar-10
9	VFM Procurement Action Plan to be prioritised including Gas Servicing Stock Condition Survey Status Survey Payment collection service	VFM Forum / Duncan Chapman	VFM Forum	Reduced whole life costs, better quality boilers installed have less breakdowns. Improved service delivery with one visit covering the gas service, smoke alarm and envirovent change. Works to customers are prioritised according to physical attributes. To enable SLH to establish the customers' opinions and priorities Increased range of payment options to SLH tenants, based on customer feedback	Mar-10

	Action	Responsible	Resources	Outcome	Target Date
	BATS Contract Shared services through Fusion 21 New Generation Group of legal costs and insurance			Increased Benefits receipts to SLH customers Reduced costs	
10	Embedding VFM through staff training to ensure VFM principles are included in all relevant training programmes to give the skills and tools to staff to deliver value for money in their jobs.	VFM Forum	VFM Forum	Embedding VFM and reinforcing VFM through one to one's and appraisals	Mar-10
11	Embedding VFM through customer involvement in VFM by developing Customer Inclusion Strategy to ensure SLH fully understand the needs of customers. Customer training in VFM and understanding cost and quality	VFM Forum	VFM Forum	Customer participation in VFM	Jun-10
12	Development of intranet based Efficiency Improvement Suggestions and Efficiency Register	VFM Forum	VFM Forum	Efficiency suggestions evaluated by the VFM Forum and efficiency improvements validated by the VFM Forum	Mar-10
13	Establish Excellence Fund to target efficiencies	VFM Forum	CFG	Re-investment of efficiencies realised into customer prioritised areas	Mar-10