



---

# Agenda

Housing Services Forum

Friday 29<sup>th</sup> May 2015

Media Resource Centre, Llandrindod Wells

---

Coffee will be available from 10.00am; the meeting will start at 10.30am.

**10:30**            **Welcome, Introductions & Update on Progress from Last Session**  
Steve Evans – Vice Chair

**10:50**            **Value for Money Round Table Discussion (to cover)**

- Directors Network feedback
- Understanding the issue of VFM
- Presentation of case studies highlight our organisations' approaches to VFM

**N.B. Please give this some thought in advance and come prepared to feedback on your organisation's approaches**

**11:30**            **Breakout Session**

*Some thoughts for groups to consider:*

- *What is your organisation doing to improve efficiency & better meet tenant demand?*
- *Is there a focus on preventative services in your organisation? Please provide examples & discuss the effect of these services.*
- *How is value for money recorded in your organisation & how could this be improved?*
- *Do you have systems in place to record stock performance? If not, what would you find useful in this regard?*
- *Can we agree some common areas in which to collect data on VFM/Social Return on Investment?*
- *What happens to savings made by VFM measures & what could be done with this money?*
- *Is there a culture of aiming to save money across the organisation &, if not, how could one be created?*
- *What does your organisation do to improve social return on investment & what more could be done?*
- *What does your organisation do to improve the environment in which it works & what more could be done?*
- *What do you do to demonstrate to tenants how their rent is spent?*

**12:10**            **Feedback on Breakout Session**

*Discussion on what to take back to Directors meeting*

- *Highlight examples of good practice raised during the day*
- *Case studies to demonstrate these examples*
- *What can you do, operationally, to use VFM to protect and/or improve services?*

**13:00**            **Hugh James – Legal Update**

Rhodri Thomas – Associate, Dispute Resolution Group

**13:45**            **Lunch/ Networking**

**14:15**            **Close**

Community Housing Cymru Group Members/ Aelodau Grŵp Cartrefi Cymunedol Cymru: