

Cartrefi Cymunedol Cymru
Community Housing Cymru



Value for Money workshop

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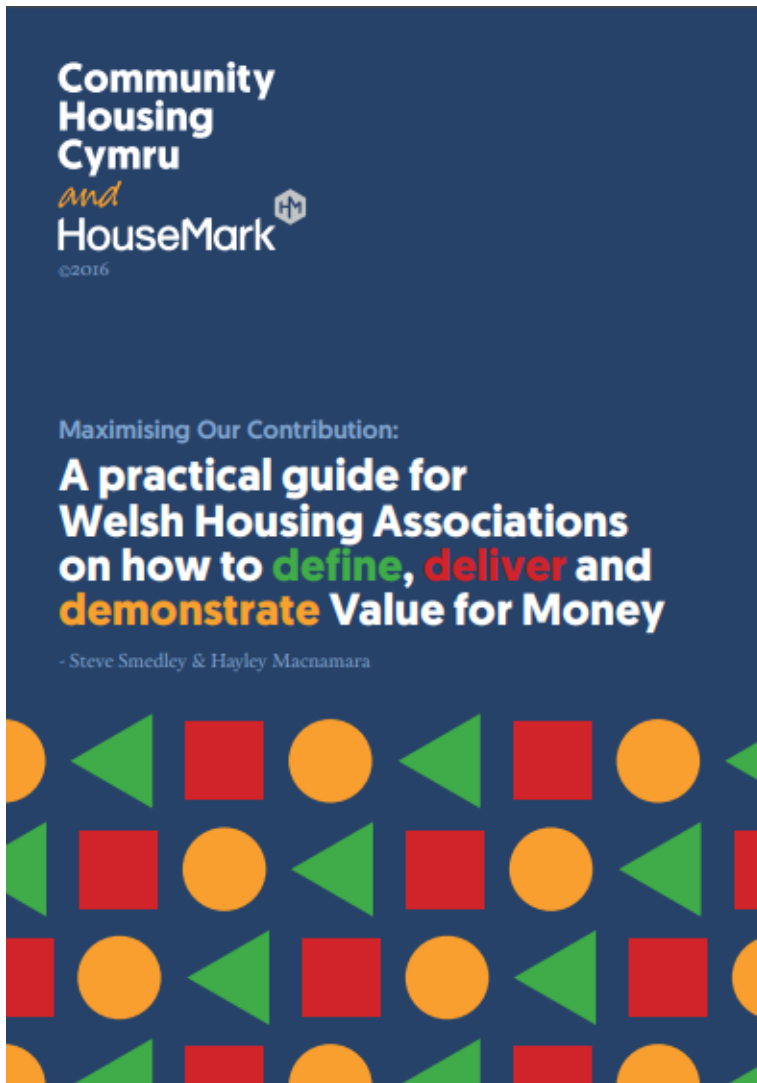
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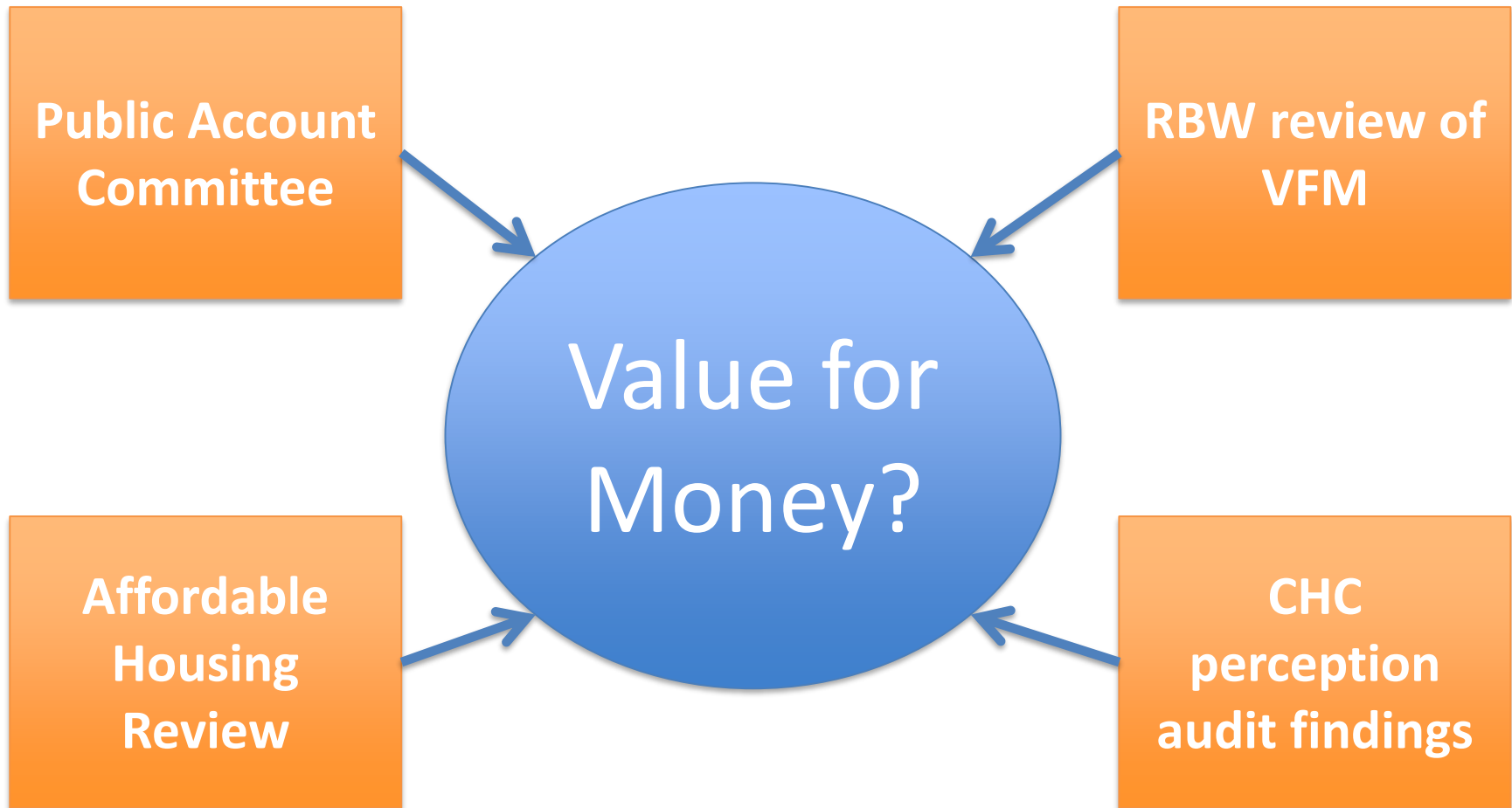
CHC and Housemark Report



2016:

- Demonstrate sectors commitment
- Practical guidance
- Non-prescriptive- no sector definition of VFM
- Suggested VFM scorecard
- VFM indicators for Global Accounts

Since 2016



Perception Audit Findings



61% satisfaction with the statement: housing associations **provide value for money for their tenants.**

60% satisfaction with the statement: housing associations provide excellent **value for money for the grant funding** received from the state.

Only 38% of respondents agreed or strongly agreed that housing associations in Wales are **open and transparent** organisations.

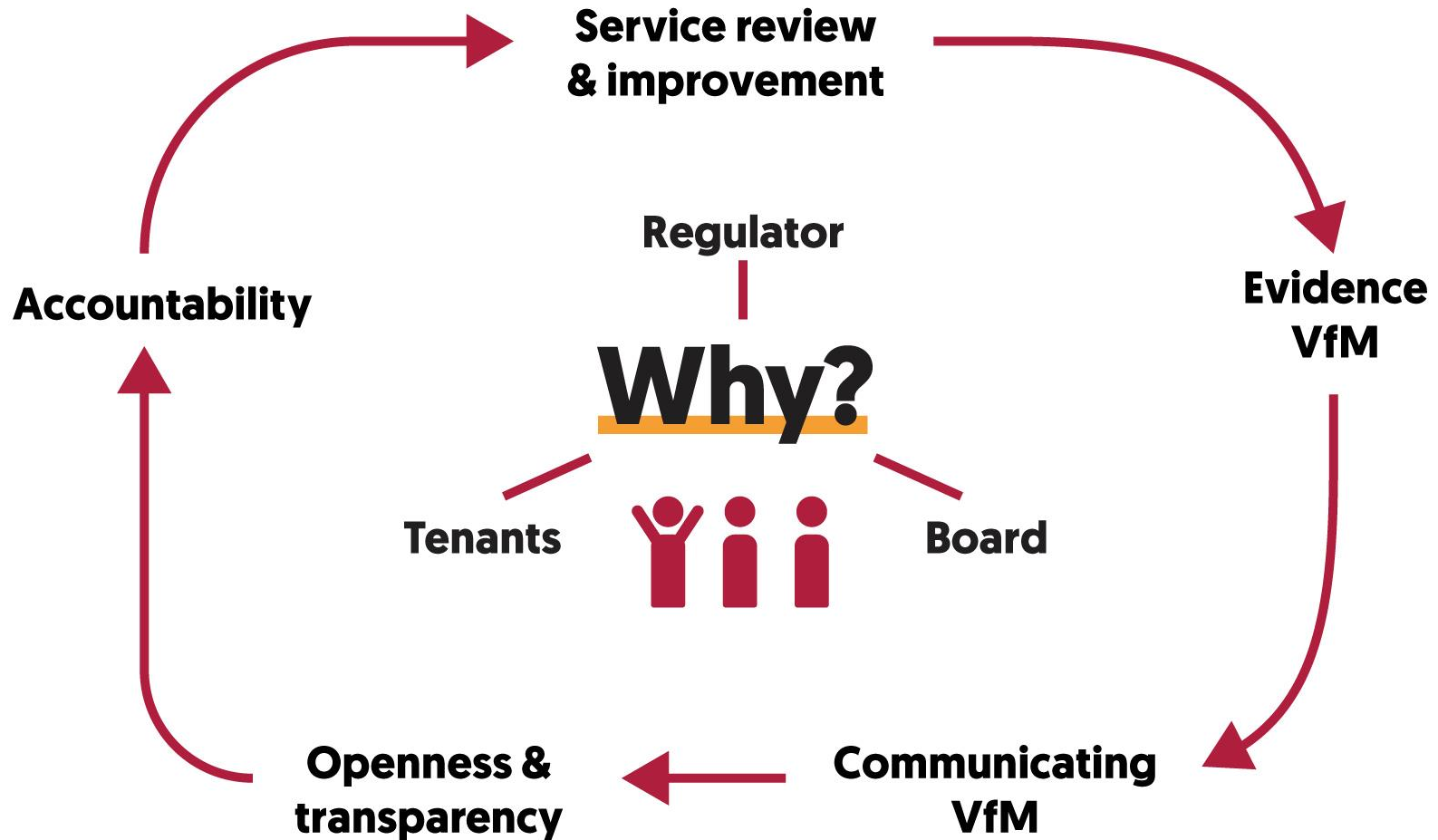
Purpose of today



Workshop discussion designed to:

- Gain deeper understanding of the challenges you are facing with Defining, Delivering and Demonstrating Value for Money
- What support do you need?
- How we can collectively change perceptions?

To explore today:



Discussion 1



Delivering VFM

Consider:

- Defining VFM in your org.
- Process for achieving VFM
- Reviewing services to achieve VFM

How can CHC support?

Discussion 2



Evidencing VFM

Consider:

- Process for monitoring
- Reporting against Global Account VFM indicators
- How can these indicators be improved?

How can CHC support?

- Turnover per social housing unit
- Total operating cost per social housing unit
- Management costs per social housing unit
- Reactive costs per social housing unit
- Major repairs & components per social housing unit (Capital)
- Major repairs & components per social housing unit (Capital and Revenue)
- Bad debt costs per social housing unit
- Weighted average cost of capital
- Free cash inflow (outflow) per social housing unit
- Gross arrears / social housing turnover
- Rental void loss per social housing unit

Discussion 3



Communicating VFM

Consider:

- Communicating to tenants
- Communicating to regulator, govt. stakeholders.
- What do we want to 'tell'
- Openness and transparency

How can CHC support?

Discussion 4



Accountability

Consider:

- Regulatory engagement on VFM
- Accountability to tenants, board, etc.

How can CHC support?

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Diolch
Thanks

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