

# Value for Money report to residents 2013-14



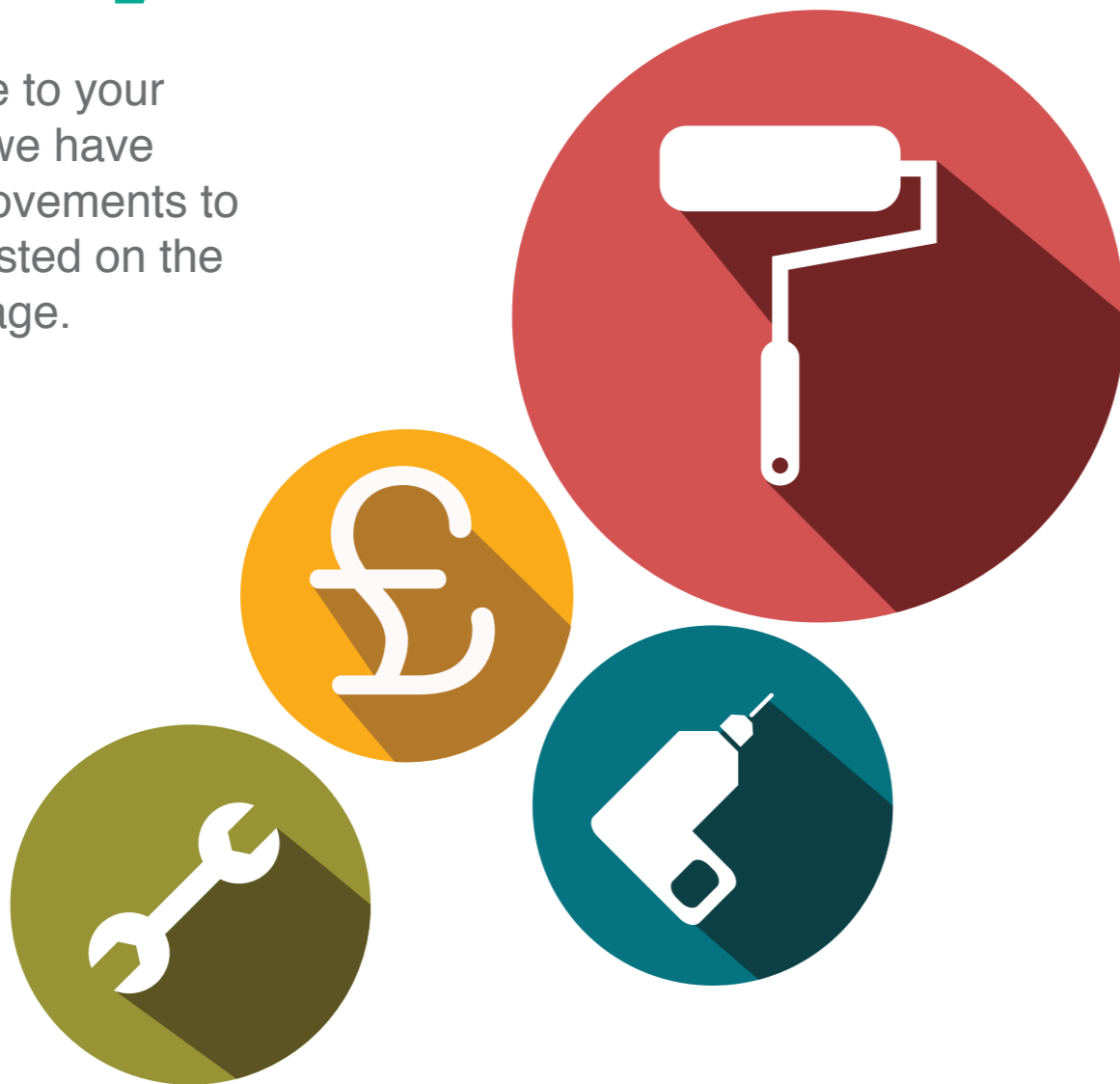
How we have spent less,  
spent well and spent wisely.



Value for Money (VfM) is all about how we strike the right balance between the cost and quality of the services we provide. This leaflet gives you more information so you can see how well we have done this year and our commitments for the future.

# How we have provided a Value for Money service over the last year?

In response to your feedback, we have made improvements to the areas listed on the opposite page.



## What you wanted us to improve

### The repairs service



### Getting in touch



### The cleaning and gardening service



## What have we done?

You told us you were not happy with the performance of the repairs service. Therefore with residents help we appointed three new contractors. Satisfaction has increased to 81% and we have set ourselves the target of increasing this to 85% this year.

You told us that it was difficult to get in touch so we introduced a new contact centre making it easy to get straight through with your queries.

Our new interactive website provides a range of services including the ability to report a repair. Visit [www.inquilabha.org](http://www.inquilabha.org) and register for the resident portal..

You told us that we needed to improve the services on our estates so we increased the regularity of cleaning and gardening to a number of estates. This was achieved at no extra cost.

We have also trained resident inspectors and introduced estate inspections to enable more people to give feedback.

As well as making the improvements listed above we have also actively invested in our communities and provided new homes during 2013/14.

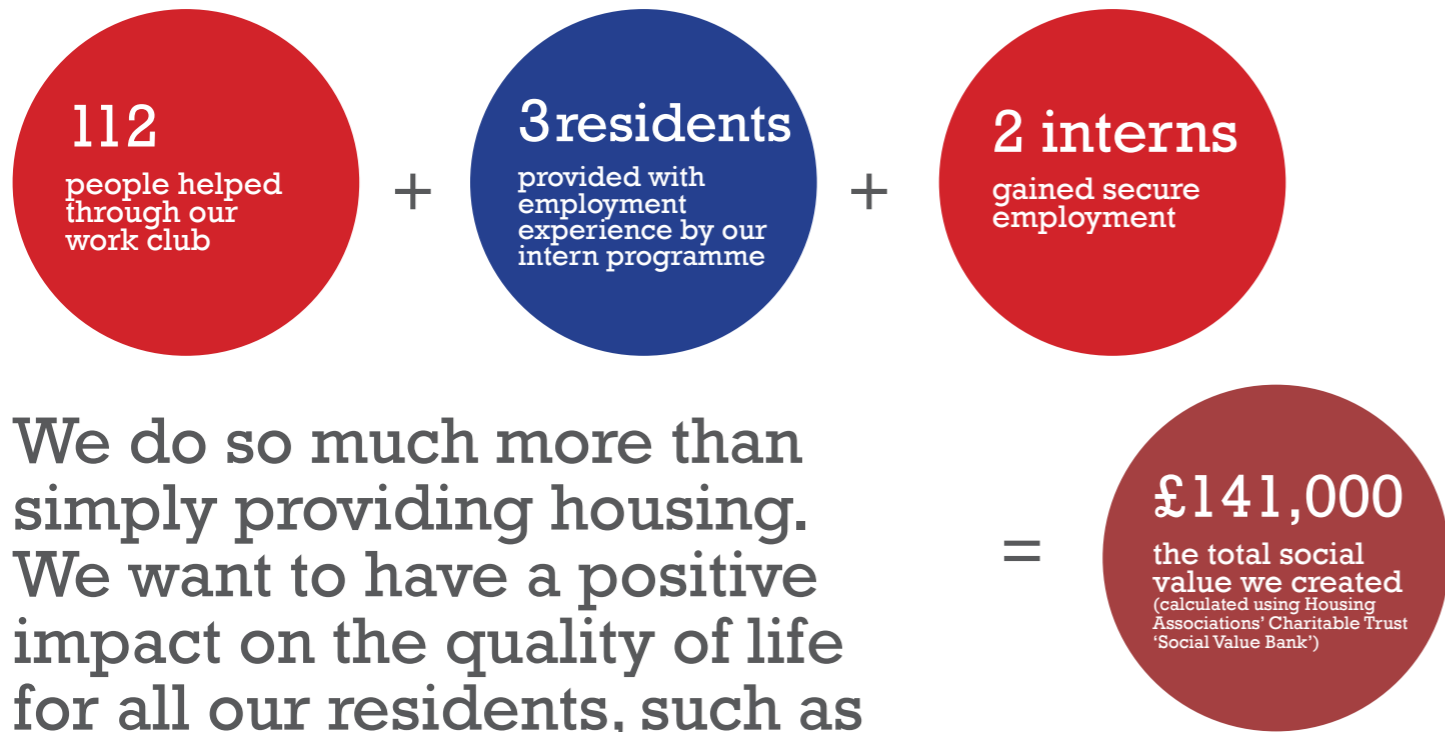
Contact us 24/7

81% resident satisfaction with last repair

78% satisfied with cleaning and gardening service

1500 website users each month

## Helping the communities we work in



We do so much more than simply providing housing. We want to have a positive impact on the quality of life for all our residents, such as helping people find work, and so adding social value is fundamental to how we measure VfM.



## Providing new homes

Our 2012-15 development programme will provide 130 much needed new homes in 7 different sites.



# Making savings

By listening and acting on what you told us we made £175,000 of savings last year;



## What will we do with the future savings?

The money we save will be invested as follows:

30% will be spent maintaining and improving your homes - £161,000

30% will be devoted to our community development work - £161,000

40% will be used to help us develop new homes - £215,000



# Comparing our VfM with other social landlords

Comparing VfM is a useful way to check we are cost effective and to highlight areas where we could tighten our belt. The results below help us prioritise changes for the future. Although we scored highly in many areas (green thumbs up) we know there is room for improvement in making savings and improving resident satisfaction with some of our services (red thumbs down).

Our VfM service	Inquilab results in 2014	Inquilab results in 2013	Other social landlords 2013*	
The cost of managing each home	£760	£726	£1,041	
The cost of repairs and maintenance for each home	£1,392	£1,331	£1,160	
The service charge costs for each home	£464	£430	£992	
Resident satisfaction with VfM for rent	68%	57%	74%	
Resident satisfaction with their neighbourhood	78%	68%	79%	
Resident satisfaction with their last repair	81%	N/A	81%	

\*We compare ourselves against our peer group of small social landlords in the London area



Benchmarking has shown we are better than our peer group in terms of cost and quality in the following areas:

- running the organisation (we have low costs for managing our homes and service costs)
- resident satisfaction with repairs.

**However, we need to improve:**

- maintaining our homes more cost effectively
- improving resident satisfaction with neighbourhoods and value for money of rent – although it is good to see that this has improved recently.

# Our VfM plans for next year

We know that there is still a lot of work to do to become even more cost efficient. We will continue to use your feedback whilst comparing ourselves to other organisations to see where we need to make improvements. Our exciting plans for next year include:



## Checking the financial and social return of our homes

It is important that we maximise the financial and social value from each of our properties so we have been looking closely at the homes that became vacant during the year needing repair work. We score each property on the social and financial value they provide. For homes that do not score very well we will look at all the options to make sure we get the best value for the money we spend. Over the next year we will roll this programme out to all our properties.

## Adding social value

We will continue to add social value to the communities work in. Our community development team will work to provide an increasing range of opportunities for you including apprenticeships, community and health and well-being events, employment training and money advice. These priorities were determined following consultation with our residents to ensure we deliver the community development initiatives that you want and need.

# Delivering our new VfM targets

We have also launched a new VfM strategy to help us continue to make savings over the next three years. We have a target to make £639k of savings (which is on average 2.4% of our turnover) whilst improving services and increasing resident satisfaction.

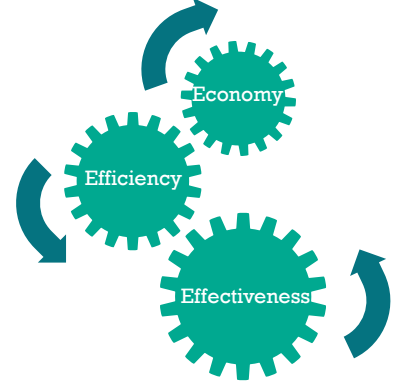
We also want more of you to get involved with looking at how we deliver VfM and will form a VfM Consultation Panel to enable you to scrutinise our performance.



# What is our overall VfM assessment?



All the actions and initiatives outlined in this leaflet show our success at delivering Value for Money and our commitment to driving this approach forward in the future. Our VfM approach has been independently reviewed and assessed by key advisers, stakeholders and customers, and has shown that we:



- organise and use our resources effectively
- have clear strategies and targets that drive VfM (that involve our Board, staff and customers)
- look to maximise the social and financial return of each home
- recognise the importance of our community development activities
- regularly challenge the way we operate to ensure we deliver the best services
- are on target to make savings and have clear policies on how we will reinvest this money
- will keep a close eye on potential risks including welfare reforms and the state of the economy.

If you have any ideas about how we can make savings and provide even better value for money please get in touch. We would love to hear your suggestions.



Call.  
0208 607 7777



Email.  
vfm@inquilabha.org



Online.  
[www.inquilabha.org/page/vfm](http://www.inquilabha.org/page/vfm)

If you need any part of this document in large print or explained in your own language please contact customer services on 0208 607 7777

## Gujarati

જો તમને આ દસ્તાવેજની મોટી પ્રિન્ટમાં અથવા ગુજરાતીમાં આવશ્યકતા હોય તો કૃપા કરી અમારી કસ્ટમર એડવાઇસ ટીમનો 0208 607 7777 પર સંપર્ક કરો.

## Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਚਾਹੁੰਦੇ ਹੋ ਕਿ ਪੰਜਾਬੀ ਵਿੱਚ ਸਮਝਾਇਆ ਜਾਏ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਗਾਹਕ ਸਲਾਹ ਟੀਮ ਨੂੰ 0208 607 7777 ਤੇ ਸੰਪਰਕ ਕਰੋ

## Hindi

अगर आप यह दस्तावेज़ बड़े प्रिंट में, या हिंदी में समझाया जाना चाहते हैं, तो 0208 607 7777 पर हमारी ग्राहक सलाह टीम से संपर्क करें

## Urdu

اگر آپ کو یہ دستاویز بڑے حروف میں چاہیے یا آپ اسے اردو میں سمجھنا چاہتے ہیں، تو برائے مہربانی ہماری کسٹمر ایڈوائس ٹیم سے اس نمبر پر 0208 607 7777 رابطہ کریں

## Farsi

چنانچه نیاز به پرینت این فایل در ابعاد بزرگ یا توضیح آن به زبان فارسی دارید، با تیم پشتیبانی مشتری ما به شماره 0208 607 7777 تماس بگیرید

## Somali

Haddii aad waraaqahan ku rabto far waawayn ama in laguugu sharxo Somali fadlan kala xidhiidh kooxda la talisa macaamiishayada 0208 607 7777

## Arabic

في حالة طلبك هذه الوثيقة بحروف كبيرة أو شرحها باللغة العربية، برجاء الاتصال بفريق مشورة العملاء على رقم 0208 607 7777

## French

Si vous avez besoin de ce document en gros caractères ou expliqué en français, veuillez contacter notre Équipe de Conseil à la Clientèle au 0208 607 7777