

Value for Money report to residents



How we have spent less, spent well and spent wisely in 2014-15



Delivering Value for Money (VfM) is extremely important to us. We work hard to ensure that every penny counts towards delivering real benefits for you – our customers.

This leaflet tells you about our achievements, the improvements we have made in response to your feedback, how we compare with other landlords and how we plan to make even more VfM savings next year.



All housing associations must produce a VfM statement so that residents and stakeholders can see how Value for Money is being achieved.

At Inquilab we aim to operate as efficiently and effectively as possible to strike the right balance between the cost and the quality of the services we provide to you. We also ensure we plough back any savings we make into the things that you have told us are important to you.



Repairs

We looked at how to make cost savings without affecting the quality of the service. We know how important the repairs service is to you so we are working with our contractors to improve the service to ensure we increase the number of repairs completed first time.

Rent arrears

We improved our rent arrears collection in 2014/15 but we want to be even better in 2015/16 as the more rent we collect the more we have to invest into your homes.

Anti-social behaviour

We are working hard to make further improvements in this area by ensuring that all cases are recorded.

Estates, tenancy and resident involvement

We are listening to customer feedback to help us increase performance and resident satisfaction and we are busy improving estate services and developing the range of ways customers can get involved. We are also investing in improvements to our neighbourhoods as you have told us that this is a priority.

£173,000

of VfM savings made last year across the whole organisation

(we beat our target by a whopping £20,000)

Monitoring VfM

Our progress on VfM is monitored by internal and external organisations, staff and residents including the Inquilab Board, the Audit and Assurance Committee, Resident Services Committee, our Residents' Experience Panel (REP) and the Customer Advisory Panel (CAP). We measure our VfM success in a number of ways including regular reviews, comparing ourselves with other landlords and listening to resident feedback.



Resident involvement

One of the ways we gain important feedback from residents is by working with the Residents' Experience Panel (REP). Over the past year this group has been busy reviewing our services and making useful recommendations to help us increase customer satisfaction and reduce costs. The REP has worked with us to re-procure our estate services, develop our frontline services and set standards to measure our performance.

Comparing our results with other social landlords

It's useful to compare our VfM performance with other similar sized landlords in the London area to see where we are doing well and where we could further improve, under headings including resident satisfaction, cost of repairs and service charge levels.

Over 75% of our results were scored in the top or middle sections. Whilst we compare well on many points we know there is work to be done in some areas and this benchmarking highlights where we could tighten our belt and make further improvements.

These pages show you how we have achieved Value for Money in different areas of the organisation.

Delivering services to you

- A new Customer Relationship Management system (CRM) has enabled us to store information in one place so that we can respond to your queries much quicker, which in turn has helped increase resident satisfaction.
- Sending more texts and emails instead of letters has reduced postage costs.
- Increasing the use of IT (Information Technology) has reduced staff costs and made us more efficient.
- Improving our website to provide access to more services online has enhanced our customer experience. A third of our residents are now accessing services via the website.

£38,000

of predicted future VfM savings per year by realigning our cleaning and gardening contracts and increasing from fortnightly to weekly at no extra cost

£20,000

of VfM savings to the responsive repairs service

The way we buy products and services

We made the largest VfM savings during the year by changing our procurement process.

- Joining together with other organisations in two buying groups has given us much stronger buying power.
- When deciding on new contractors we now look at price, quality and resident satisfaction.
- We support the local economy by using local suppliers and contractors wherever possible and encouraging apprenticeships and employment opportunities for local people.
- As well as cost and quality, residents can assess the social value of our procurement activities.

£34,000

of VfM savings to estate contracts

£14,000

of procurement and asset management VfM savings

Investing in your homes

We are carrying out a big review of all our homes to see where we need to make investment and which properties to sell or change tenure.



We want to make the best use of our properties and may sell those homes that cost a lot of money to maintain and need costly repairs. We will use the proceeds of the sales to invest into other Inquilab properties or new developments.



£333,000

of VfM savings over the next five years by making the best use of our stock and reviewing our three main repairs contractors

Social investment

As well as housing, Inquilab residents benefit from a wide range of initiatives, services advice and support, such as help to find work or training opportunities.

Creating thriving communities is one of the ways we add social value and this is fundamental to how we measure VfM.

We actively encourage residents to get involved with Inquilab and offer a wide range of involvement opportunities including the Resident Experience Panel, the Customer Advisory Panel and regular satisfaction surveys.

Delivering new homes

£22.5m invested between 2011 and 2015 building 103 affordable new homes

£1.6m invested in 8 shared ownership properties built with grant funding

70 properties converted from social rent to affordable rent to boost our financial return

£247,000 annual rental income

£295,000

worth of social value for the last two years (calculated using Housing Associations' Charitable Trust social value calculator)

£80,000

invested in community development activities in 2014/15

3

apprentices helped to secure permanent full time employment

4

residents participated in our intern programme

112

people received employment and training opportunities through our job club

19

residents received money advice through our financial inclusion projects

Reinvesting the savings

We worked hard over the past year to make £173,000 of VfM savings, and plan to reinvest it in areas that you have told us are important:



£50,000

on energy efficiency measures particularly for our older housing stock

£23,000

on community and economic regeneration activities

£100,000

subsidising our new build programme

Plans for the future

We have exciting plans to further improve our cost effectiveness and make £273,000 worth of VfM savings next year:

£101,000

by making our services even more efficient

£106,000

by improving the way we buy products and services

£66,000

by updating and improving the way we manage your homes

67

the number of new homes for rent and shared ownership we plan to develop over the next 30 months

Got an idea?

If you have a good idea about how we could provide even better value for money or would like more information about any of the resident involvement ideas mentioned inside please get in touch.

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.
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Online.
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 ਫਿੰਟ 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