

VANTAGE BULLETIN

MAKING VALUE FOR MONEY A WAY OF LIFE

Hello and welcome to our final bulletin of 2014. I am pleased to say it has been another successful year for our customers who continue to exceed their expectations in delivering efficiency savings.

For those of you who were able to make our recent seminar in Birmingham, I trust that you got something out of the day. The feedback we received was again very positive and we are planning to run another couple of seminars next year.

Special thanks to all our speakers who gave their insights into the HCA's latest thinking together with some great practical examples from staff that are actually responsible for sustaining the savings put in place by Vantage.

Again the seminar had a diverse range of speakers so I thought it would be useful to share with you some of the key messages from the seminar for those of you who were unable to make it.



1. Data is key

You need to have a comprehensive understanding of how your costs and performance compare not only to others in the sector but also to innovative organisations outside the housing sector.

We like to benchmark our customers' services against the best in the country rather than just the best in the housing sector.

The data you collect also needs to be used as a "can opener" to have a deeper look into areas of poor performance, another area that Vantage excel in.

2. Customer choice is important

A key element to sustaining long term tenancies is to provide homes that meet the needs of tenants both now and as importantly in the future.

We have experience in designing major works investment programmes to allow tenants a greater part in the decision making process.

Likewise when making recommendations around efficiency savings in repairs we are keen to ensure that tenants individual needs are taken into account.

3. HCA Self Assessments observations

The four key observations from the HCA were as follows:

Running costs

They expect published data to explain to stakeholders an overall sense of performance – do not just cherry pick where you have done well!

Return on assets

They expect such analysis to underpin decisions on your assets – for example whether to hold particular stock in its current form, dispose of it to another provider or convert (when empty) to another tenure.

Evidence of gains

They expect targets to be set against which you can be held to account by stakeholders.

Transparency

They expect your strategy and performance to be transparent to stakeholders.

4. Vantage six step approach

Our six step approach to delivering savings is a unique customer tailored approach to embedding value for money.

From the first meeting with a Client where we start to identify potential savings together, through the more detailed data interpretation carried out by our expert staff.

Our methodologies will produce recommendations for you that will deliver sustainable savings and value for money.

And remember you decide whether to implement our recommendations and if you do then we are there to deliver and support you through the whole process.

Finally, we expect to leave a lasting legacy in the sense that your staff will be coached to deliver future savings the Vantage way.

If you want to talk to me about this and how Vantage can support you to embed value for money and achieve significant financial savings then feel free to contact me directly.

Finally may I thank you for reading my bulletins and the feedback you have provided me.

Expect to hear more from me in the New Year.

Happy Christmas!



Regards

A handwritten signature in black ink that reads "Tony Bryan".

Tony Bryan,
Managing Director, Vantage Business Solutions