

Efficient Use Of Resources

Our Value for Money Strategy (VfM)



Key principles

- **Create and embed a culture of VfM**
 - Accountability when using One Manchester resources
 - Continuous improvement in process and services
- **Maximise returns from commercial activity while focusing on customer service**
 - Run commercial activities efficiently, focusing on margin improvement
 - Utilise partnerships and long term relationships to generate greater outcomes for customers and communities
- **Create transparency around VfM**
 - Demonstrate VfM to customers and stakeholders
 - Clear KPI's and reporting across the organisation



What we'll do

- **Training**
 - We'll provide the tools and training to colleagues so they're empowered to operate in a manner that has VfM at the centre of their daily decision making
- **Talking**
 - Through the use of various forums, we'll encourage conversations to share best practice and celebrate VfM successes together
- **Transparency**
 - We'll create regular reporting of progress against VfM targets with customers, our Board, Leadership team, managers, and colleagues across the business

KPIs

- **Economy**
 - % Colleague sickness absence
 - % Voluntary colleague turnover
 - External funding
 - Procurement gains
- **Efficiency**
 - % Empty homes available to let
 - % Average relet time
 - % Rent collected
 - % Current rent arrears

- **Effectiveness**
 - Overall landlord satisfaction
 - Satisfaction with repairs
 - Colleagues recommend us to others
 - Net growth in units



Action plan

ITEM	TARGET DATE
Delivery of Treasury Strategy	Q4 2024/25
Delivery of procurement savings	Ongoing
Delivery of £1m savings in 2024/25 budget	Q4 2024/25
Repairs intervention	18 month project
Communication plan (internal and external)	Q1 2024/25
Customer Voice Strategy	Ongoing
Customer Experience Strategy	Ongoing
Implementation of Delta Procurement	Q1 2024/25