

Action plan for 2009/10

Workshop: Building maintenance

Demonstrating value for money and efficiency

Action	By who	By when
Incorporate VFM indicators into the model Issues to consider include <ul style="list-style-type: none"> • Cost of service – identify support/back office costs • Whole life costs • Asset management • Property valuations Involve finance, operational and performance/quality staff to get a rounded picture of what is necessary	APSE/Working Group	2010
APSE to investigate getting data from private sector providers – look at the potential to develop market rates.	APSE	2010

Other data collection – balanced scorecard, reduce burden, robust comparisons

Action	By who	By when
Use HouseMark definition of 'right first time' for performance indicator 36 – percentage of non emergency jobs not subject to call back/complaint (right first time)	APSE	March 2010
Replace gas servicing with gas safety check (legislative definition)	APSE	2010

Regional and service process benchmarking

Action	By who	By when
Revisit original 3 topics covered in the process benchmarking pilot for England/Wales and add gas servicing. Use KLOEs and Short Notice inspection regime as basis for the process.	APSE/Process benchmarking group	2010
Continue with existing process benchmarking project in Scotland	APSE/Process benchmarking group	2010

Increasing membership/participation

Action	By who	By when
Continue drive to increase submissions	APSE	2010