

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 |