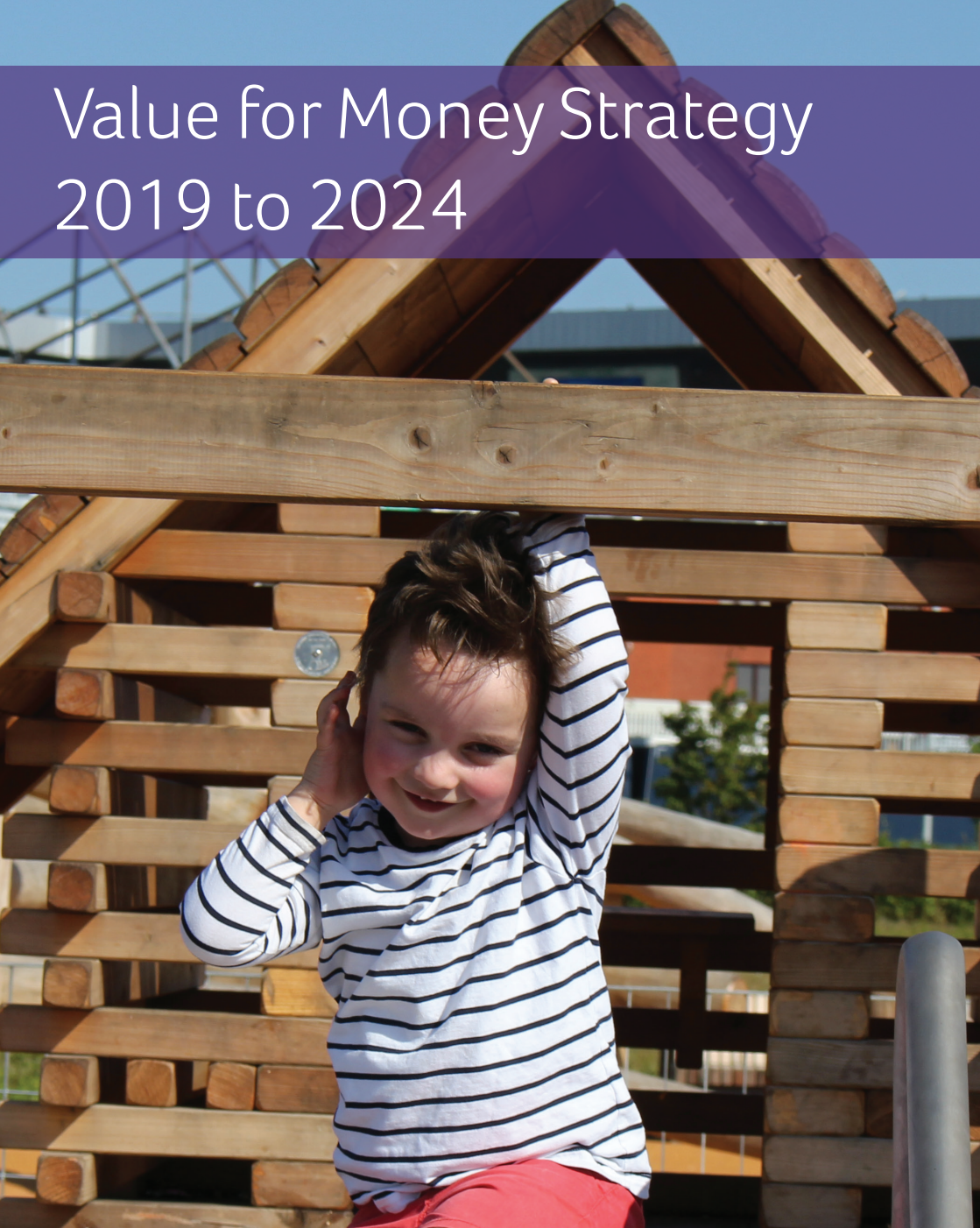


Value for Money Strategy 2019 to 2024



West of
Scotland
Housing
Association

About West of Scotland Housing Association

West of Scotland housing Association (WSHA) strives to be more than just a landlord. With over 50 years of history, what sets us apart is the way in which we go further to improve the lives of our tenants, innovatively responding to their needs as their lives change.

We provide around 3,500 tenanted homes and over 400 owner occupied homes across the West of Scotland and go further to provide housing you can call home.

Value for Money Strategy


At WSHA achieving Value for Money (VFM) is fundamental to our vision and implementation of our strategic objectives. This summary document sets out how and why we developed our Strategy, explains our understanding of VFM, it sets out the objectives that we have adopted, and explains how we will report on our progress.

How we developed our Strategy?

A working group of staff representing each team at WSHA, and tenants representing TAG, met to develop our Strategy. A number of consultation exercises were carried out with staff and tenants to gather feedback about how our approach to VFM could be developed.

Why we developed our Strategy?

We recognise the benefits of achieving VFM for tenants and as an organisation and the strategy outlines how we would become more efficient in reducing unnecessary costs. The Scottish Housing Regulator has also indicated that landlords should maintain a strong focus on achieving VFM to deliver more effective and efficient services for their tenants.



What do we mean by Value for Money?

Value for money is defined as the relationship between economy, efficiency and effectiveness.

- **Economy** – the price paid for what goes into providing a service. It is also about minimising the cost of resources of an activity
- **Efficiency** – a measure of productivity i.e. how much you get out in relation to what is put in
- **Effectiveness** – a measure of the impact achieved, both quantitative and qualitative or a measure of outcomes

The Scottish Housing Regulator identifies Value for Money as being ‘obtaining the maximum benefit with resources available’

Our Key Objectives

Following the consultation activities the working group agreed on seven key objectives.

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- Ensure customer needs and views are central to our Value for Money approach
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- Review and improve operational efficiency and internal processes to achieve value for money and obtain efficiencies
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- Optimise the use of our assets including new build to achieve value for money for our customers and the Association
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- Ensure that we procure goods, services and works in the most sustainable economic way possible
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- Maximise the value and capacity of our staff
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- Deliver social and environmental value
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- Measure and communicate our approach to value for money
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Monitoring our progress

We have developed an action plan that sets out how we aim to achieve our objectives, in the coming years, which can be seen on our website

We will report the progress against our objectives on a regular basis to our Leadership Team, our Board, and our Tenants Advisory Group. We will also prepare an Annual Report which will be issued to all tenants and published on our website.

A full copy of our strategy and the action plan is available on our website, or you can request a copy by phoning 0141 550 5600.



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