

■ ■ Performance
■ ■ Improvement

Discovering Excellence 2010

Discovering Excellence 2010
Rescheduled from 20th April 2010
7th Annual Conference
Wednesday, 7th July 2010
Royal York Hotel, Station Parade, York

Programme

10.00am

Registration, refreshments & exhibition viewing

10.30am

Chair's Welcome

Mike Birkett, Chief Executive, Calico Housing

10.40am

TSA, Audit Commission and inspection - the immediate future

Lisa Pickard, Assistant Director Tenant Standards, Tenant Services Authority

Yvonne Davies Head of Housing & Economic Development (North), Audit Commission

Announcements within the last week have left the future of regulation in the sector to be determined. However, we know that the Minister has praised the regulatory standards and the immediate requirements of co-regulation and the existing regulatory framework remain in place. Lisa and Yvonne will outline, so far as they are able, their understanding of what will be expected in the short term around;

- standards and compliance
- annual report to tenants
- tenant scrutiny, involvement & empowerment
- local offers
- regulation & inspection commissioning
- inspection methodology

and what this will mean in practice.

11.20am

Audit Commission Excellence Awards

11.30am

Professional Practice Sessions

1. Self challenge

Janis Dean, BaildonDeanTambe

Karen Baildon, BaildonDeanTambe

There is a greater emphasis than ever on housing providers challenging themselves, in conjunction with their tenants and peers, to raise their levels of self-awareness and to foster a culture of continuous improvement. Janis and Karen will consider how organisations can best achieve this and share their experience in working with the sector to improve.



2. Achieving excellence without inspection

Iain Sim, Chief Executive, Coast and Country Housing

In the light of risk-based regulation and inspection resources being directed elsewhere, good organisations seeking excellence are unlikely to be inspected.

Coast and Country Housing, a two star organisation with promising prospects, chose to adopt a “Journey to Excellence” seeking to improve services for customers and put excellence at the heart of its activities. The company will explain their approach, which has led to a number of prestigious service accreditations and awards, and the impact it has had on customer services and staff morale.

3. Embedding value for money

Joan Hearne, YC Change Consultants Ltd

Harvey Norton, Director of Finance and Business Services, Johnnie Johnson Housing Trust

VFM is essential for any organisation aiming to survive our uncertain and challenging future financial climate. There remains a clear expectation and duty on housing organisations to provide VFM in delivering services for our customers. Joan and Harvey will provide you with a simple to use, holistic approach to help you embed VFM in your organisation and some practical ways in which Johnnie Johnson have sought to promote and sustain a VFM culture throughout their organisation.

4. Local standards pilots

Graeme Foster, Assistant Director, Tenant Excellence, Tenant Services Authority

Linda Levin, Halton Housing Trust

Localism is high on the political agenda and, no matter what future regulation looks like, there are likely to be expectations around local offers to tenants. The TSA pilot into local standards is well underway. Graeme will share with delegates positive outcomes to date and potential pitfalls to look out for. He will be joined by an organisation which has taken part as one of the pilots who will discuss their experiences and lessons learned.

5. Short notice inspections – the practitioners’ view

Yvonne Davies, Head of Housing & Economic Development (North), Audit Commission

Craig Daniel, Assistant Director, Continuous Improvement, Great Places Housing Group

In this session, delegates will hear from an organisation who have been through short-notice inspection and survived! Great Places were an SNI pilot and then also received a short-notice inspection. Craig will describe how it worked in practice, what the differences were between being prepared on the pilot and the reality of the inspection and highlight what worked well and what didn't, with hints and tips to make the SNI a positive experience.

6. TSA standards advice – how will they be applied in practice

Lesley Barnard, Tenant Standards Manager (North), Tenant Services Authority

The tenant standards have been in operation from 1 April, 2010 and, despite recent announcements, have been widely accepted by the TSA and praised by the Government. Lesley will explain from the TSA's viewpoint how she sees the standards being carried out on the ground and how they remain a reality in terms of regulatory engagement with housing associations, local authorities and ALMOs.

12.30pm

Lunch and exhibition viewing

1.30pm

Professional Practice Sessions repeated

2.30pm

Refreshments and exhibition viewing

2.45pm

Where next for housing?

Alistair McIntosh, Chief Executive, HQN

One of leading commentators in the sector, Alistair will consider recent changes in regulation and inspection and examine what this means in practice and where this may leave the sector in the short and long term

3.20pm

Audit Commission – the year ahead

Roy Irwin, Director of Housing, Sustainability and Economic Development, Audit Commission

Changes in the regulatory landscape, introduction and development of SNI, abolition of CAA and new Government, there are a number of major issues currently affecting the Audit Commission and inspection.

Roy will consider what the various changes may mean on the ground and advise delegates of what they can expect from the Commission in the year ahead and into the medium-term.

3.55pm

Chair's closing remarks

4.00pm

Close of Conference

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