

Managing for Excellence – The Performance Management Conference 2009
Systems that can cope in challenging times
Tuesday 10th November 2009, York Racecourse

Programme

- 10.00 am Registration and Refreshments**
- 10.30 am Chair's Introduction and Welcome**
Julie Marsh, Head of Service Development, South Liverpool Housing
 Julie will chair the day, introduce speakers and facilitate the questions and answers arising during the sessions.
- 10.35 am Tenant Standards and Co-regulation – the performance message**
Lisa Pickard, Assistant Director - Tenant Standards, Tenant Services Authority
- Lisa will update delegates on the latest position on the imminently expected Tenant Standards and give the TSA position on co-regulation and where housing providers should participate, and where performance management sits within co-regulation.
- She will also consider the working relationships with the Audit Commission and discuss how the two bodies are working together. (This issue will also be picked up in Roger's session at the end of the day). Lisa will outline the role of self-challenge and the use of kitemarks and peer review in improving performance.
- 11.15 am Customers and Standards – the sector's response**
Steve Jennings, Chief Executive, Weaver Vale Housing Trust
- Following Lisa's presentation, Steve will give his perspective from his position as a Chief Executive in the sector. Specifically using his experience in dealing with customers, he will explain the key issues that arise for housing providers and examine how well they fit within the proposed new arrangements.
- 11.55 am Professional Practice Sessions**
- 1. Linking Strategy to Outcomes**
Richard Stoneman, Covalent Software
- Customer focused, outcome based strategies are the cornerstone of current thinking in performance management. However, the link between strategy and outcome is not always seamless. Covalent and a speaker from a housing provider will look at how this can be achieved, with particular reference to outcomes for tenants. They will focus on how strategies are transferred into actions and look at tools and techniques to ensure this happens.

2. Resident Involvement – demonstrating outcomes through accreditation
Tracy O'Neill, Head of Regeneration (Communities), Coast & Country Housing

The current agenda is obviously very much about tenants and the TSA is keen that improvements and outcomes arising are tracked back to resident involvement and how tenants have informed the improvements. Consultations would suggest that the TSA see value in accreditation and use of kitemarks to demonstrate this emphasis on resident involvement.

As part of its Journey to Excellence, Coast and Country Housing recently received TPAS accreditation for its resident involvement. Tracy will explain how the award was won and highlight key areas of interest to the assessors.

3. Systems Thinking – from evangelist to realist
Steve Rawson, Director of Operations, Wakefield District Housing

Wakefield District Housing has employed a systems thinking methodology to its repairs service over the previous 2 years. Steve will look at the journey WDH has been on and consider benefits of the approach and lessons learned along the way.

One of the key features has been the changing role of management. Steve will explain how the roles have changed and examine whether the ownership of service performance has become embedded.

4. Self-Assessment as a Performance Tool
Janis Dean, Consultant, BaildonDeanTambe
Paul Mains, Assistant Chief Executive, East Durham Homes

At their recent inspection, East Durham Homes achieved a score of two stars with excellent prospects for improvement, a critical result for the previously one star ALMO. Janis and Paul will look at the role of ongoing self-assessment in achieving the turnaround and explain how the process has helped to embed a culture of performance within the organisation.

1:00 pm Lunch

2:00 pm Professional Practice Sessions (repeat)

3:00 pm Refreshments

3:20 pm **Audit Commission – the new inspection regime**
Roger Jarman, Head of Housing, Audit Commission

Roger will look at where inspection fits in with the new arrangements and, picking up from Lisa earlier in the day, explain how the Audit Commission and the TSA are working together now and plans for the medium term. He will explain the Audit Commission position on the Tenant Standards and consider whether and how KLOEs will be developed following the Standards.

With the developing use of short-notice inspection, Roger will consider the role of performance management and self-challenge in delivering services and in always being prepared for inspection.

3:55 pm **Chair's Closing Remarks**

4:00 pm **Close of Conference**