

■ ■ Performance
■ ■ Improvement

Inspecting for Excellence Conference 2010

Rescheduled Programme

Inspecting for Excellence 2010

Rescheduled from 4th April 2010

7th Annual Conference

Wednesday 7th July 2010

Royal York Hotel, York

After 10 years and nearly 1,000 inspections of housing services the whole inspection and regulatory landscape is going through its biggest change in a generation. The new government has shown there will be continue to be a sharp focus on providing effective customer focussed services with reducing resources.

The implementation of the Tenant Services Authority's new housing standards is now underway and a review of the inspection methodology is expected imminently. Coupled with the additional financial pressures, the need to embrace localism and the expanding use of Short Notice Inspections, organisations will need to ensure they are prepared for what lies ahead.

Our annual Inspecting for Excellence conference, run in conjunction with the Audit Commission and the Tenant Services Authority, is now in its 7th year and has become established as **the** place to learn all about new developments and to hear from key players how the arrangements will work in practice.

Programme

10.00am

Registration, refreshments & exhibition viewing

10.30am

Chair's Welcome

Mike Birkett, Chief Executive, Calico Housing

10.40am

TSA the latest position

Lisa Pickard, Assistant Director Tenant Standards, Tenant Services Authority

Lisa will explain the TSA's current thinking on how their regulatory role and powers will continue to develop, what the role of tenants and scrutiny will mean in practice and of how the TSA will work with the Audit Commission in commissioning and developing an inspection regime that supports co-regulation.

11.10am

KLOEs and Housing Standards – how will they come together

Short notice inspection and the Audit Commission – lessons learned and ongoing development

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

Yvonne will cover two key areas in her session. She will explain the latest position with the development of KLOEs designed to work with the new TSA standards and consider how co-regulation may affect future landlord inspections.

In addition, after the first year of using short-notice inspections (SNI) in housing, Yvonne will reflect on lessons learned for both landlords and the Audit Commission and give some indication of what inspectors are looking for and where SNI could develop further within the sector.



11.40am

Professional Practice Sessions

1. Self challenge

Janis Dean, BaildonDeanTambe

Karen Baildon, BaildonDeanTambe

Co-regulation places 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

Coast and Country Housing (invited)

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, YCChange 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

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

Dr Tom Manion, Chief Executive, Irwell Valley

In this session, delegates will hear from organisations who have been through short-notice inspection and survived! Successful organisations will describe how it worked in practice 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 will be in operation from 1 April, 2010. Lesley will explain from the TSA's viewpoint how she sees the standards advisor role being carried out on the ground and how co-regulation will become a reality in terms of TSA engagement with housing associations and ALMOs.

12.45pm

Lunch and exhibition viewing

1.45pm

Professional Practice Sessions repeated

2.45pm

Refreshments and exhibition viewing

3.00pm

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.

3.40pm

Audit Commission – the year ahead

Roy Irwin, Director of Housing, Sustainability and Economic Development

Changes in the regulatory landscape, introduction and development of SNI, development of CAA and new Government (of whatever party) due, 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.

4.20pm

Chair's closing remarks

4.30pm

Close of conference



Contact Name:

Organisation Name:

Organisation Address:

Tel: Fax: Email:

Title	Delegate Name	Job Title	Email Address	PP Sessions AM 1, 2, 3, 4 or 5	PP Sessions PM 1, 2, 3, 4, 5 or 6
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Dietary needs (including vegetarians) or special requirements (please indicate which delegate this relates to):

Delegate Fees: £299 + vat £249 + vat for NHC Members

BOOK 3 PLACES ONLY PAY FOR 2!
BOOK BEFORE 9TH MARCH 2010 AND RECEIVE A £30 DISCOUNT OFF THE DELEGATE FEE

Confirmation of booking and invoice will be sent within 7 days of the completed booking form to the contact person named below.

a) Please find enclosed a cheque for £ made payable to NHC

b) Please send invoice for the attention of: (Please note payment of the invoice is required prior to the event date)

c) Pay by credit/debit card (please note an additional charge of 1.5% per transaction for credit card & £ 0.20 per transaction for debit card)

Card Holder Name:

Card Number:

Expiry Date: (mm/yy) Card Security Number: (last three digits on the strip on reverse of card)

Card Billing address: (if different from above)

How to book

 **By post to:**
 Northern Housing Consortium,
 Webster's Ropery, Ropery Road,
 Deptford Terrace, Deptford, Sunderland,
 Tyne & Wear SR4 6DJ

 **Fax us on:**
 0191 566 1001

 **On-line at:**
www.northern-consortium.org.uk

Last Minute Bookings

All bookings made within two weeks of the event date must be paid in full at the time of booking.

Please note any telephone reservations are made on a provisional basis and must be confirmed in writing within 2 working days.
 Delegate fees include all refreshments and conference notes.
 Pre-event information can be downloaded from the events page of our website approx 4 weeks prior to event. If you require any further information please do not hesitate to contact the Events Team on 0191 566 1000.

Cancellation Policy

I understand that the above reservation(s) is/are made on the condition that a full refund will be given less a £35 administration fee if more than 28 days notice is given. 50% of the course fee will be charged for any cancellations which is/are given 28 days or less prior to the event date. Any cancellations made 14 days or less before the event date will be liable for the full course fee. All cancellations must be confirmed in writing and acknowledged by the NHC. Substitutions are allowed at any time at no extra charge. NOTE: Organisations taking advantage of the 'Book two get third place free' option will be charged a 'no show fee' of £75.00 + vat if the third delegate does not attend. These conditions will not apply if for any reason, the event is cancelled by the NHC. The NHC reserves the right to alter the programme without notice due to unforeseen circumstances.

Data Protection

In accordance with the Data Protection Act 1998, personal information provided on this flyer will be used to make contact with you for this event, and other events and services delivered by Northern Housing Consortium Ltd. If you would prefer not to receive these mailings please email enquiries@northern-consortium.org.uk.



Northern Housing Consortium Ltd

Webster's Ropery
Ropery Road
Deptford Terrace
Deptford
Sunderland
Tyne & Wear
SR4 6DJ

Tel: 0191 566 1000 Fax: 0191 566 1001

Website: www.northern-consortium.org.uk

Email: enquiries@northern-consortium.org.uk

