

## Programme and Event Booklet

### Tackling the challenges: a conference for smaller housing associations

26th April 2017

Judges Court,

Browns, 82-84 St Martins Lane, Covent Garden, WC2N 4AG

Registration: 9:30 am

Start: 10 am

Close: 4 pm

Just when you thought things couldn't get any more bewildering along comes Brexit, Trump and the departure of the architects of recent housing policy. Once again we seek to make sense of the operating environment and its implications from a smaller housing association perspective so that you are in the best possible position to respond positively to the challenges:

- the latest on housing policy from the NHF and regulation and performance measurement from Acuity
- interactive session that explores how smaller housing associations are tackling the challenges with a panel of CEOs and strategy, governance and finance specialist DTP
- breakout sessions:
  - the implications of deregulation for board members, risk management and assurance
  - cracking digital service provision
- the latest on how smaller housing associations can contribute to supply

There will be ample opportunity to network with colleagues and satisfaction, IT and VFM experts will be available over lunch to answer your queries.

**In the interests of open exchange and transparency, the event will operate in accordance with the Chatham House rule.**

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## Morning

**9:30 Registration and refreshments**

**10:00 Chair's welcome and introduction**

*Craig Glasper, CEO, King Street Housing*

**10:10 Policy update: what a difference a year makes**

*John Bryant, Policy Lead, NHF*

Last year we marvelled at unprecedented challenge and change in the sector. That was before Brexit, Trump and a change in the mood music as far as housing policy is concerned. Once again John will make sense of emerging policy and tell us where we stand, what is yet to be decided and his perspective on the sector's emerging role.

**10:55 Where next for regulation and performance measurement?**

*Steve Smedley, Associate, Acuity*

Steve analyses the proposed changes to regulation. What are the implications for smaller associations, where does the Sector Scorecard and Acuity benchmarking fit, and what is Acuity doing to support the Scorecard pilot?

**11:25 Refreshment break**

**11:40 Tackling the challenges: business response panel session**

*Sam McGrady, Director, DTP; Keith Bovill, Head of Housing, Racing Homes; Craig Glasper, CEO, King Street Housing; Nick Chambers, CEO, LACE Housing; others TBA*

Sam provides a helicopter view of how providers' business strategies are reflecting the operating environment and what boards and executives need to think about based on DTP's experience of working with many smaller associations. Our diverse panel of executives share their challenges and business response including: the benefits, trials and tribulations of deregistration; collaborative models for repairs and development; rent plus; partnership working; HfOP, care, support and general needs delivery. All of this should set us up for a lively and extended Q&A.

**1:00 Lunch and ask the expert sessions**

Lunch will be served in the restaurant and our experts will be on hand should you need them:

**Satisfaction** - *Denise Raine, Director, Acuity*

Need help thinking through your approach to satisfaction? What's new in this field and how can it be embedded in your strategic approach to continuous improvement and VFM? Ask Denise.

**Strategic IT** – *Colin Sales, MD, 3C Consultants*

Making the right strategic IT choices is likely to keep you awake at night. How do you get it right? What about incorporating mobile working and digital



channels? Where do you start? Colin's experience and insight will point you in the right direction.

**VFM** - *Steve Smedley, Associate, Acuity*

Just when you thought you'd finally cracked VFM, it's changing again. The focus is shifting more to how VFM is embedded in the organisation. If you have concerns about your existing approach to VFM or need to get the board on board with the changes have a chat with Steve.

## Afternoon

### 2:00 Breakout sessions

#### **Deregulation: implications for governance, risk and assurance**

*Sam McGrady, Director, DTP*

Deregulation offers real opportunities but there are risks too. The oversight the regulator gives up will instead fall on boards and need to be managed through excellent approaches to risk and assurance. Sam will take us through what it means and what you need to do. This session will be of particular interest to board members.

#### **The golden rules of digital business transformation**

*Colin Sales, MD, 3C Consultants*

Digital service provision and smaller associations – it can't be done can it? This topic raises its head at Acuity club meetings with increasing frequency. Opinion is split between those who think it's not possible (or even desirable) and those who think it's essential but don't know where to start. So we thought we'd ask an expert to take us through the issues, and more importantly, scalable solutions.

### 3:00 **Latent capacity: achieving the supply ambitions of smaller housing associations**

*Alistair Smyth, Head of Policy, NHF; Peter Moore, CEO, Cornwall Rural HA; a speaker from London TBA*

The Secretary of State says the housing market is broken. Can we fix it? Smaller housing associations have capacity and want to develop but they face a diverse set of challenges; what are they and how might they be overcome? The NHF is looking to tackle these issues by developing an action plan with smaller associations. We hear the latest from Alistair. But, meanwhile, the sector's Bobs have been building. What's the story? Peter offers a Cornish perspective whilst [London speaker] explains how they are cracking the question of supply in London.

### 4:00 **Round-up and close**