

SPBM Conference:

making sense of a challenging operating environment

25th April 2019

National Council for Voluntary Organisations, 8 All Saints St, London N1 9RL
Kings Cross

Registration: 9:30 am

Start: 10 am

Close: 3:45 pm

09:30 **Registration and refreshments**

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

Clare Norton, Chair of g320 & CEO at Peter Bedford HA

10:10 **Policy update**

Gavin Smart, Deputy Chief Executive, CIH

Gavin will make sense of emerging policy and the political context and offer an opinion on where we stand, what is yet to be decided and his perspective on the sector's role.

10:55 **Social housing regulation: where are we going and what's wanted?**

Chris Meskill, Head of Small Providers, Regulator for Social Housing

Some two years on from the implementation of a raft of deregulatory measures, how are smaller associations managing their freedom, where might the Green Paper take regulation and the RSH, and what are the expectations this year with regards to VFM?

11:40 **Refreshment break**

11:55 **Building an organisation your customers will love**

Oke Eleazu, Chief Operating Officer, Bought By Many and Bromford Group Board Member

With the public spotlight firmly on the sector's relationship with its customers, service excellence has never been more important. So, prepare to be inspired! Oke's CV includes Sainsbury's, BUPA and Prudential where he led on service excellence. His current organisation, Bought By Many, is shaking up the world of insurance by using anonymised data to identify unmet consumer need for products, combined with a great customer experience. In 2016, he published, *The Cult of Service Excellence*, on how to create a customer centric culture.

12:45 **Lunch**



1:45

Breakout sessions #1

a) Risk, stress testing, resilience – the role of the board

Andy Roskell, Managing Director, DTP

We know risk management is important but what does 'good' look like for smaller associations? Ensuring resilience should be about establishing a golden thread that links your objectives to appropriate stress testing, the establishment of rules and triggers and on to mitigation. Andy reflects on the latest sector practice.

b) Making satisfaction fit for the future

Denise Raine, Director, Acuity

Satisfaction surveys have long been the principle means of understanding the customer experience and rating the quality of services, but it's time for a refresh. Acuity is jointly leading the review of the industry-standard STAR survey with HouseMark. Denise reflects on how we make it fit for purpose in 2019, incorporating the latest thinking. It's also a great opportunity to feed your thoughts into the review and get a steer about your own approach.

c) The benefits of implementing a values-driven culture

Anne Taylor, CEO, Thorngate Living

A values-driven culture has made a positive impact at Thorngate Living in terms of performance improvement, staff satisfaction, retention and recruitment. Anne takes us on Thorngate's journey: how to do it and the outcomes you can achieve.

d) Diversity and Growth

Nick Chambers, CE, LACE and David Chaffey, Director of Housing & Property, BHT

LACE specialises in the provision of housing and support services for older and vulnerable people in and around Lincolnshire. Nick reflects on LACE's lead-role in a range of strategic and service delivery partnerships working across housing, health and care and how this is influencing their development programme. Meanwhile, in Sussex, David explores how BHT's mission to combat homelessness has led to the provision of an advice service and new supply in the shape of 36 self-contained containers on land that would otherwise not be available for housing. IT and training services also trade commercially.

2:35

Breakout sessions #2

Breakouts repeated

3:30

Round-up and close