

APSE housing, construction and building maintenance  
seminar 2014

# Keeping your house in order: Learning from case studies

A major two-day seminar at the Hilton Leeds City Hotel

Thursday 9 & Friday 10 October 2014

**apse** seminars

# Seminar programme

## Thursday 9 October 2014

10:00am Welcome

### 10:05am **Session one**

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#### **Welfare Reform – Case study Northwards Housing**

- Impacts for tenants and landlords
- The message and the facts - spin v reality
- What does the future hold?

**Speaker:** Tracy Langton, Project Lead Welfare Reform, Northwards Housing

#### **Managing contractors and improving services – Case study Northern Ireland Housing Executive**

- The importance of good contractor relations and performance
- Implementing an action plan for improvement
- Comparison of in-house provision with contractors

**Speaker:** Gerry Flynn, Director of Landlord Services, Northern Ireland Housing Executive

11:05 am Tea/coffee and exhibition viewing

### 11:25 am **Session two**

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#### **What's your contribution worth?**

- Health and other benefits from the Decent Homes programme
- The value of good information
- Making the case for R&M and investment programmes

**Speaker:** Ian Watson, Principal Consultant, Building Research Establishment (BRE)

#### **Different management arrangements, same service - Case study Sheffield City Council**

- ALMO or direct council control - What's the difference?
- How does it impact on the tenants?
- Maintaining a service through change

**Speaker:** Janet Sharpe, Director of Housing services, Sheffield City Council

12:25pm Lunch in exhibition area

### 1:30pm **Session three**

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#### **How effective are your policies? – Case study Slough Borough Council**

- The benefits of reviewing your policies
- Focusing on rechargeable repairs, estate inspection, enforcement and others
- Implementing neighbourhood management in Slough

**Speaker:** Ruth Lucas, APSE Associate and Housing Expert

2:10pm **Workshops**

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#### **Workshop 1**

##### **Asset and investment management – Case study City of Lincoln Council**

- The practice of investment planning
- Impacts on the operation
- Review of self- financing – lessons learnt

**Speaker:** Tim Whitworth, Assistant Director (Housing), City of Lincoln Council

#### **Workshop 2**

##### **Lift maintenance – Case Study South Lanarkshire Council**

- Context for service – nature of the asset, service schedule, contract arrangements
- Developments in safety standards
- Principles of good practice

**Speaker:** Representative from South Lanarkshire Council, David Long and Michael Bottomley, Regional Director, Lerch Bates

#### **Workshop 3**

##### **Managing performance**

- Getting value out of performance information
- An example –repairs post inspections
- Using Performance Networks data

**Speaker:** Kenny Gillespie, Property and Asset Manager, Falkirk Council

2.45pm Workshops repeat

3.20pm Tea/coffee and exhibition viewing

### 3.40pm **Session four**

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#### **Right first time repairs**

- Is a definition important?
- The costs of getting it wrong
- Inspections and quality control

**Speakers:** Wallace Galloway, Property Maintenance Manager, Dumfries and Galloway Council

#### **We transferred our stock, now we're starting again - Case study Hartlepool Borough Council**

- Empty property purchasing scheme
- Regenerating areas
- Challenges and achievements

**Speaker:** Amy Waller, Principal Housing and Regeneration Officer and Nigel Johnson, Housing Services Manager, Hartlepool Borough Council

4.45pm Close

## Evening programme

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7.00pm Pre dinner drinks in exhibition area  
7:30pm Annual dinner

9:00pm APSE Housing and Building Maintenance Apprentice of the Year Awards 2014

10:00pm Evening entertainment

## Friday 10 October 2014

9:30am **Session five**

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### **Opportunities to make savings – Case study Fife Council**

- Maintaining performance levels
- Examples of savings across the service
- Taking a commercial approach

**Speaker:** Graham Hodgkins, Asset Manager, Fife Council

### **The Lyons Review of housing – delivering the homes and communities we need**

- The scale of the problem
- Factors impacting on supply
- The role of the local authority in increasing supply

**Speaker:** Cllr Ed Turner, member of the Lyons Review Panel and Deputy Leader, Oxford City Council

### **Beyond bricks and mortar – Realising social value amongst contractors - Case study City and County of Swansea**

- Recruitment, local sourcing, education, training, environmental benefits
- Engaging the supply chain
- Tracking the evidence

**Speaker:** Sue Woodward, Strategic Development Officer, City and County of Swansea

11:00am Tea/coffee and exhibition viewing

11:20am **Session six**

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### **Responsible Tenant Reward - Case study Nottingham City Homes**

- Reasons for rewarding tenants
- Benefits for the landlord
- Progress with the scheme

**Speaker:** Mark Lawson, Operational Support Manager, Nottingham City Homes

### **Journey to health and safety excellence – Case study St Leger Homes of Doncaster**

- Culture and behavioural change
- A vital service
- The role of external assessment

**Speaker:** Karen Nolan, Head of Organisational Capacity and Support, St Leger Homes of Doncaster

### **Operational changes and performance improvements - Case study Renfrewshire Council**

- Addressing the threat of outsourcing
- Employee development and communications
- Putting the customer first

**Speaker:** Elaine Scott, Building Services Operations Manager, Renfrewshire Council

12:55pm Panel question and answer session

13:15pm Close and Lunch

## Seminar objectives

The context for housing and building maintenance services continues to develop at a rapid pace. Changes in welfare reform continue to provide headlines and many questions rather than answers whilst the supply of affordable properties is a perennial problem. Meanwhile the need to make savings and improve services is a constant requirement for operational managers. This seminar will enable managers and councillors with responsibility for these and related services to keep up to date with developments and to learn from the experience of others in the sector. It will highlight a number of case studies reflecting good practice, raising issues, noting problems and explaining the arrangements which are in place.

Wider strategic issues will be covered as well as specific practical topics. The presentations will cover topics such as the Lyons Review and housing supply; the wider value of Decent Homes and other investment programmes; a case study on welfare reform; different management arrangements and the move from ALMO back into direct council control; and re-investing in properties after selling off the stock. Other topics include right first time on repairs; community benefits; rewards for good tenants; benefits and problems of review policies and operations; sources of funding for stock investment; and asset management.

Speakers will be predominantly from local authorities and ALMOs all of whom have experience and expertise of service delivery in difficult times and of managing change. The popular approach of concentrating on case studies will continue and the description of how issues are addressed within specific organisations by managers with similar experience and responsibilities to the audience will remain as an appropriate method of interaction between the speaker and audience.

The 2014 Apprentice of the Year awards will also be held at this event

## Who should attend?

- Elected Members
- Service Directors
- Housing Managers
- Building Maintenance and Operations Managers
- Property Managers
- Health and Safety Officers
- Human Resource Managers
- Heads of Service
- Procurement officers
- Trade Union Representatives
- Contractors and Suppliers

Reserve your place now by completing the booking form overleaf and fax back to Daniel Thorpe at APSE on 0161 772 1810 or email [dthorpe@apse.org.uk](mailto:dthorpe@apse.org.uk)

## The venue

### **Hilton Leeds City**

Neville St, Leeds  
West Yorkshire  
LS1 4BX

# Booking form

Office Use

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**APSE national housing, building maintenance and construction seminar 2014**

main contact name: \_\_\_\_\_ authority: \_\_\_\_\_

address: \_\_\_\_\_

post code: \_\_\_\_\_

telephone: \_\_\_\_\_ fax: \_\_\_\_\_ email: \_\_\_\_\_

Please detail here any special dietary/access requirements for the delegates listed below:

**APSE issues a written confirmation for all delegate bookings received. If you have not received your confirmation letter within 10 working days of sending your booking form, then please contact APSE on 0161 772 1810.**

## Payment information

What's included: The delegate fee covers attendance on both days, delegates' documentation, lunches and light refreshments, and dinner on the evening of Thursday 18 October. Accommodation is not included - please see below.

APSE members delegate fee:- £249 + VAT

Non-members delegate fee:- £385 + VAT

Commercial organisations:- £499 + VAT

**Please indicate preferred method of payment (tick):-**

VAT registration number 519 286 915

- Please find enclosed cheque (made payable to APSE)
- Please invoice me, my purchase order is.....

## Accommodation rates (\*please indicate requirements below)

Thursday 9 October (1 night B&B) = Single £60 (subsidised by APSE)

Accommodation is also available on Wednesday 8 October at £95 B&B for a single room.

**All accommodation costs and personal charges incurred at the hotel are payable upon departure.**

Please note that all hotel bookings at this event must be reserved via APSE as the hotel will not accept any direct bookings at the above special rate.

Check-in: 2:00pm - Check-out: 11:00pm

**CANCELLATION & REFUND POLICY:** Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to [dthorpe@apse.org.uk](mailto:dthorpe@apse.org.uk) or fax to 0161 772 1811. Cancellations must be made in writing at least 10 working days before the event (by 4pm on 25 September 2014) and will incur a 20% administration fee. No refunds can be given for cancellations received less than 10 working days before the event or for non-attendance. In the unlikely event of cancellation by the organisers, liability will be restricted to the refund of fees paid. The organisers reserve the right to make changes to the programme, speakers or venue should this become necessary.

Delegate name	Delegate position	Delegate email	Workshop choices	*Accommodation required (please delete as necessary)
			1 2 3	Yes/No 8 Oct / 9 Oct
			1 2 3	Yes/No 8 Oct / 9 Oct
			1 2 3	Yes/No 8 Oct / 9 Oct
			1 2 3	Yes/No 8 Oct / 9 Oct
			1 2 3	Yes/No 8 Oct / 9 Oct

Please return completed form to Dan Thorpe, APSE, 2nd floor Washbrook House, Lancastrian Office Centre, Talbot Road, Old Trafford, Manchester M32 0FP

or fax direct to: 0161 772 1811 Telephone: 0161 772 1810 E-mail: [dthorpe@apse.org.uk](mailto:dthorpe@apse.org.uk)