

Corporate Services Conference 2008

Future proofing the sector to
fulfill our potential

Flyer

Metropole Hotel. Llandrindod Wells

17/18 April 2008

Kindly sponsored by:



Foreword

Every year the sector seems to be re-adjusting itself to meet new challenges and this year is no exception. In fact, it could be said that the impending results of the Essex Review of regulation, the emergence of new stock transfer organisations, the credit crunch along with the expectation on housing associations and community mutuals to deliver so much more than core landlord functions and bricks and mortar, means that we as a sector are preparing ourselves for a diversity of challenges.

This conference focuses on the corporate functions, the backbone of organisations, its financial frameworks, the adoption of new technology and the recruitment and retention of staff, all of which need to be carefully planned and executed to futureproof organisations.

We have plenaries, sub-plenaries and workshops aimed at sharing information and ideas on the most up to date thinking and practice in the field of finance, technology and HR. There will also be plenty of valuable opportunity to network with peers on a strategic and operational level.

We look forward to welcoming you to the conference.

Mike Dymond
Chair CHC Financial Services Forum



Day One Thursday 17 April

- 9.15am **Registration, Coffee and Exhibition Viewing**
- 9.45am **Welcome and Introduction**
Mike Dymond, Chair of Community Housing Cymru's Financial Services Forum
- 10.00 **Plenary 1: The Future of the Welsh Housing Sector**
Peter Williams
- 10.45 **Sub Plenary choices:**
A) Financial Inclusion
Niall Alexander
B) Statistics and Future Trends in Housing
Hometrack
C) Future of IT
George Grant, Publisher, Housing Technology
- 11.30 **Refreshments, Networking and Exhibition Viewing**
- 12.00 **Workshop Session 1**
Choice of workshops: 2, 4, 7, 9, 10, 12
- 1.15pm **Lunch, Networking and Exhibition Viewing**
- 2.15 **Plenary 2: A view from Across the Bridge**
Gavin Smart, National Housing Federation
What will be the changes that the English housing sector will see in 2008/9 and beyond as a result of the changes being ushered in by the Housing and Regeneration Bill, particularly in relation to regulation, governance, the customer service agenda, the credit crunch, mergers, sustainability and the increased investment in new development - the sectors in England and Wales have shown themselves to be similar but different, now they are set to look very different!
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- 3.00 Sub Plenary Session
A) Treasury Management – Tony Riordan, Lloyds TSB Invited to Speak

B) Remoteness of a Remote Worker (Speaker to be Confirmed)
- 3.45 **Coffee, Networking and Exhibition Viewing**
- 4.15 **Workshop Session 2**
Choice of Workshops 3, 5, 6, 7, 13, 14,
- 5.30 **Fringe Sessions, Networking and Exhibition Viewing**
- 7.30 **Drinks Reception, kindly sponsored by Aaeron**
- 8.00 **Dinner Followed by Entertainment, kindly sponsored by Zurich Municipal**



Day Two Friday 18 April

- 9.30am **Plenary 3:**
How well do you know your Colleagues?
Nick Fewings, Colour Works
- 10.15 **WORKSHOP SESSION 3**
Choice of workshops: 1, 2, 4, 6, 9, 11
- 11.30 **Coffee, Networking and Exhibition Viewing**
- 12.00 **Sub Plenary choices:**
A) Low Cost Homeownership and Tax Implications
Andrew Cowen, Devonshire Solicitors
B) Talent Management and Retention of Staff
Sue Goodrich
- 12.45 **Plenary 4. Credit Crunch**
Lenders – Peter Hughes, Principality,
- 1.30 **Conference Conclusions and Depart**



Workshop session details:

1. **Groups and Mergers**
Andrew Cowan, Devonshire Solicitors, Tim Blanch, Swansea HA and Mark Gardner, Melin Homes
2. **How Change has impacted on Business**
Ron Mendez, PKF
3. **Benefits of Investing in IT**
Malcolm Wilson, Resources Director, RCT Homes
4. **Open Book Procurement**
John Wilcox, CDW
5. **Staff Benefits and Tax Implications**
Derek Kelly, Head of Employment Tax, KPMG
6. **Social Housing Pension**
Neal Thompson, Client Relationship Manager, Gissings
Neal offers an unbiased view to the Social Housing Pension
7. **Sorp**
The session offers a more practical hands on approach for Finance Managers
8. **Stress Management**
David Briscoombe
9. **'Perceptions and realities' : Zurich Municipal**
What are the top 10-20 strategic risks facing your organisation? How do you approach Strategic Risk Management in a robust and manageable way, while ensuring that it becomes an effective management tool?

This workshop will look at best practice approaches to Strategic Risk Management and the embedding of effective processes in your organisation
10. **What is the perception of major risks in housing?** How can you measure public and expert opinions on what matters? This will be the sector specific high level session that covers the biggest perceived threats and risks in the sector from recent research and experience.

Come to this interactive session to find out what the experts and tenants agree on, and where on the scale your perceived risks are
11. **Smarter Ways of Working**
Chris Bolton, Wales Audit Office
12. **Brixx update – Mark Maddox, Brixx**
13. **Aaeron Session**





14. Balance Sheet Funding

Mike Jones, Managing Director, Tribal Treasury Services

