



Building on firm foundations

NFA Annual Conference, AGM and Awards 2014



Rt Hon
Caroline
Spelman,
Ex-Cabinet
Minister



Rt Hon
Andrew
Stunell MP



Ian Mearns,
Chair of
Parliamentary
Labour
Party CLG
Committee



Oliver
Kamm,
Leader
Writer and
Columnist,
The Times



Stuart
Pollitt,
BBC



Grainia Long,
Chief Executive,
Chartered
Institute of
Housing

16 & 17 July 2014
The Midland Hotel, Manchester


 National Federation of **ALMOs**

 championing better homes and communities



About the Conference

The NFA annual conference is an opportunity for ALMOs, their partner local authorities, Board Members, senior officers, press and communications teams, and residents to all come together to hear from leading speakers in the housing sector, and share experiences and good practice with others from across the country.

The conference is designed to support ALMOs to embrace innovation and drive the delivery of excellent services to tenants and communities.

The two day conference incorporates the NFA Awards ceremony and gala dinner, recognising the most innovative projects from around the country, and honouring the commitment and dedication of ALMO staff who work hard to create sustainable homes and prosperous communities.

The 2014 event will be as interactive as possible offering delegates the perfect opportunity to hear from leading experts in the sector and also a panel of MPs who will provide the latest information on a wide range of topics to ensure you receive the information you need to take back to your organisation and make a difference. With 5 knowledgeable and practical breakout sessions on each day, this will be an excellent opportunity for you to access, discuss and question different ideas, learn new information and gain advice to current issues.

Who should attend

Local authorities, ALMOs, board members, residents and officers. The conference will also be of interest to communication officers and those working within a press and communication role.

Improving value for money

The conference will now start at 11.00am on day one and close at 3.00pm on day two allowing delegate to access additional keynote and workshop sessions on both days.

Delegates thoughts from last year

"Once again I have thoroughly enjoyed the pleasure of attending your annual conference."

"This was my first conference and I really enjoyed the whole experience"

7 reasons not to miss this conference

- 1 Gain advice and information** on the latest legislation and key government policies that impact on the sector
- 2 Address the main challenges** taken place over the past 12 months and develop future solutions to those issues
- 3 Discover how you can build an effective partnership** with your local authority
- 4 Participate and discuss issues** in specialist interactive workshops
- 5 Hear good practice examples** from experts in their fields
- 6 An excellent opportunity to network in a relaxed atmosphere** and be involved in interactive discussions
- 7 Receive relevant and up to date information** to take you forward in your day to day role



2014 Awards

The awards ceremony will form part of the conference and winners will be announced at the awards ceremony and gala dinner on the evening of 16 July 2014.

On the evening there will a pre dinner drinks reception for all guests attending the dinner, followed by an awards ceremony and gala dinner with entertainment, providing you with the perfect opportunity to celebrate your organisation's achievements with colleagues and residents.

This years 'all new' awards categories have been redesigned to align closely to the key priorities identified within the NFA 2015 Election Manifesto. Not only to celebrate the innovation and good practice that can be adopted by others within the sector, but to evidence to Government the unique and positive contribution ALMOs make to economic growth and the well being of local communities. These priorities have also been reflected in the conference workshops during the two days.

In the run up to the 2015 General Election we have also introduced a new award that recognises the critical role press and communications activity and campaigns at local level have, both to influencing policy and/or to ensure successful and effective communication with tenants and residents.

2014 categories

The ten categories for the 2014 awards are:

1. Best new build scheme
2. Managing Energy efficiency and fuel poverty
3. Improving the Private Rented Sector offer
4. Integrating housing care and support
5. Tackling worklessness
6. Helping tenants prepare for Universal Credit through digital inclusion
7. Managing the impact of welfare reform through financial inclusion
8. Most innovative social enterprise partnership

9. Most effective communication campaign
10. Apprentice of the year

For a full information pack on how to enter the 2014 awards please visit www.almos.org.uk/awards and download the pack or please email events@cih.org and a pack will be emailed to you.

Sponsorship

There will be a variety of sponsorship packages at the conference providing you with an ideal opportunity to promote your organisation and the services you provide to delegates. If you would like to raise awareness of products and services your organisation can provide and discuss with decision makers and managers on how you can assist their organisation then we have a package to suit your needs.

Award sponsorship is also available. To secure sponsorship of your preferred award category, please contact Dale Smith, Exhibition and Sponsorship Co-ordinator on 024 7685 1722 or dale.smith@cih.org

Accommodation and Facilities

The Midland Hotel
Peter St, Manchester,
M60 2DS
Tel: 0161 236 3333



A modern 4 star hotel, this impressive building stands proud in the heart of Manchester's city centre. The Midland hotel is situated on Peter Street, a city centre location next to Manchester Central Conservation Complex. The railway station is accessible by all main railway routes is Manchester Piccadilly, 0.5 miles from the hotel. The nearest station to the venue is Oxford Road and the Metrolink tram system connects directly with the hotel at St Peter's Square stop.



Conference Programme

Day One – Wednesday 16 July

10.20 Registration and workshop desk opens Refreshments

11.00 Chairs welcome
Stuart Pollitt, BBC

11.15 Welcome address
Sue Roberts MBE, NFA Chair

11.25 Panel Discussion: Overview and future prospects
Eamon McGoldrick, Managing Director, NFA
Sue Adams, Managing Director, Shropshire Towns and Rural Housing
Helen McHale, Chief Executive, Stockport Homes
The morning panel discussion will provide an overview of the main opportunities and challenges from the past 12 months for ALMO's and showcase experiences and success stories. Join in and hear new innovative ideas and solutions and also discuss your thoughts on the future prospects ahead.

12.10 Lunch

13.10 Keynote session: Housing world today

Grainia Long, Chief Executive, Chartered Institute of Housing
During this keynote session Grainia will discuss the relationship with CIH and NFA one year on and also address what skills providers need for the future.

14.45 Workshop sessions

1 New build – the opportunities and challenges
Paul Stevenson, Chief Executive, Cheltenham Borough Homes
Phillipa Jones, Executive Director, Bromford Group
During this workshop session Paul will discuss the new build project Cheltenham Borough Homes recently completed with Bromford Group which enabled the provider to build 6 new homes. Paul will share information on the project and also discuss his experiences and lessons learnt.

2 Integrated health and care
Domini Gunn, Director Public Health & Vulnerable Communities, Chartered Institute of Housing
This workshop session will look at the role that housing plays in other services such as health and social care. Domini will share ideas and advice on how you can develop a link between housing and health and also discuss the benefits both sectors could gain from working together.

3 Social Media – Creating a successful campaign & managing reputational risk
Nick Atkin, Chief Executive, Halton Housing Trust
Nick will discuss the use of social media during this workshop and share information on how you can use new technologies to communicate with your customers and other providers more effectively. Find out how you can improve communication with your customers and deliver a better service using technologies available and also manage reputational risk.

4 Preparing for the 2015 general election
Chloe Fletcher, Policy Director, NFA
Geoff Lawler, Parliamentary Affairs Company
Chloe and Geoff will discuss the forthcoming election and share information on how you can influence the influencers and make a difference.

5 Strong governance and succession
Suzy Brain-England, Institute of Directors
This session will explore how providers can ensure that their governing bodies have the necessary skills, knowledge and capacity to deliver their organisations objectives effectively.

15.45 Refreshments

16.00 Workshops sessions

17.00 Annual General Meeting (AGM)

17.30 Close of day one

Day One Evening

6.30 Pre dinner drinks reception

7.00 NFA Awards 2014 – celebrating achievements and sharing best practice
Host for the evening: Stuart Pollitt, BBC

8.00 Conference Dinner & entertainment

Day Two – Thursday 17 July

9.00 Registration and workshop desk opens Refreshments

9.30 Chairs Welcome
Stuart Pollitt, BBC

9.45 Keynote session: Overview of the UK economy

Oliver Kamm, Lead Writer and Columnist, The Times
Oliver Kamm, leader writer and columnist at The Times will provide an interesting overview on the UK economy as well as some future predications.

10.30 Refreshments

10.55 Morning Workshop Sessions

1 Tackling worklessness through social enterprise
Speaker to be confirmed
The aim of this workshop is to assist all providers in tackling worklessness. The session will offer inspiration and practical advice on how providers and partners in other sectors can engage with the housing sector to overcome these issues and showcase how you can work with your residents. The workshop will also draw on the experiences of the category awards finalists.

2 Improving quality in the Private Rented Sector
Helen Jaggar, Chief Executive, Berneslai Homes
This session will provide information on how providers can improve the quality of homes, tenancy conditions and the standard of management within the private rented sector (PRS).

3 ALMO's – working with your local authority to deliver wider services to communities
Tom Bremner, Managing Director, Brent Housing Partnership Limited
This session will share innovative ideas on how you can develop a relationship with your local authority to deliver a wide range of services to communities.

4 Working with landlords and tenants to tackle fuel poverty
Andrew Eagles, Managing Director, Sustainable Homes
Andrew will discuss how landlords can work with tenants to help tackle fuel poverty and offer solutions to the issues and challenges providers face.

5 Chairs networking event (only available for chairs)
This workshop will be a networking session for ALMO chairs.

12.00 Lunch

12.50 Afternoon Workshops

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13.50 Closing Session: Panel discussion: Election Manifesto
Rt Hon Caroline Spelman, Ex-Cabinet Minister, Conservative Party
Rt Hon Andrew Stunell MP, Former Communities and Local Government Minister, Liberal Democrats Party
Ian Mearns, Chair of Parliamentary Labour Party CLG Committee, Labour Party
The closing panel discussion will showcase views and thoughts on the next election and discuss in further detail the manifestos. Share your views and ask your questions direct.

14.50 Concluding remarks
Sue Roberts MBE, NFA Chair

15.00 Close of conference with refreshments

* Programme may be subject to minor changes



BOOKING CODE: 15421

Registered Charity No: 244067-R

Employing Organisation _____

Department/Section _____

Address _____

Contact Person _____ Authorising Officer _____

Telephone Number _____ Fax Number _____

E-mail _____

Invoice Address (If different) _____

Postcode _____

Purchase Order No. _____

Where did you hear about this event? Please choose one

Flyer Ezine Bulk E-mail Website Employer Recommendation

Other, please specify _____

Type of Delegate (please tick relevant boxes)

	NFA Member Rate	Standard Rate
Option 1: Full package – attendance on day one and day two with accommodation on 16 July and attendance to the pre dinner drinks reception, awards ceremony and gala dinner	£470 + VAT <input type="checkbox"/>	£510+ VAT <input type="checkbox"/>
Option 2: Day one only with accommodation on 16 July and attendance to the pre dinner drinks reception, awards ceremony and gala dinner	£421 + VAT <input type="checkbox"/>	£461+ VAT <input type="checkbox"/>
Option 3: Attendance on day one and day two (no accommodation or evening dinner)	£377 + VAT <input type="checkbox"/>	£417+ VAT <input type="checkbox"/>
Option 4: Day one only (no accommodation or dinner)	£250 + VAT <input type="checkbox"/>	£290+ VAT <input type="checkbox"/>
Option 5: Day two only (no accommodation or dinner)	£250 + VAT <input type="checkbox"/>	£290+ VAT <input type="checkbox"/>
Option 6: Dinner & Awards Ceremony ticket – attendance at the drinks reception, awards ceremony and gala dinner	£60 + VAT <input type="checkbox"/>	£60+ VAT <input type="checkbox"/>

Delegate Details

First Name _____ Last Name _____

E-mail _____ Job Title _____ Option _____

First Name _____ Last Name _____

E-mail _____ Job Title _____ Option _____

First Name _____ Last Name _____

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First Name _____ Last Name _____

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First Name _____ Last Name _____

E-mail _____ Job Title _____ Option _____

Please give details of any specific access, diet or other needs for each delegate.

Please post, email or fax this form or book on-line:

Chartered Institute of Housing, Events Team, Octavia House, Westwood Business Park, Coventry, CV4 8JP.
Tel: 024 7685 1722 Fax: 024 7642 1973 e-mail: events@cih.org web: www.cih.org/eventsfinder

Terms & Conditions

- Please do not send any payment with this booking as you will be invoiced before the event, once we have administered your booking.
- All cancellations must be made in writing. If you cancel a booking more than 30 working days before the event, you will be charged a £70 administration fee per booking. If you cancel within 30 working days you will be charged the full fee.
- If you make a delegate name change against your original booking, there will be an admin charge of £30+VAT per delegate.
- If you downgrade your booking from Full package to Day Delegate within 20 working days of the event you will be charged your original booking fee
- If, at the time of booking, you do not know the names of delegates, please let us have names no later than two weeks before the event.
- Please note that the NFA cannot guarantee that delegate's names will be printed on the delegate list and a badge will be produced, if bookings are received within 10 working Days of an event.
- Please keep a photocopy of this form for your records, if possible.
- Joining instructions will be sent out 10 working days before the event. If you do not receive your JIs please call the CIH events team on 024 7685 1722. Not attending an event because you have not received JIs will not be eligible for a refund.
- NFA will not be liable for reimbursing delegate fees if delegates are not able to attend an event due to circumstances out of reasonable control including but not limited to, weather conditions, fire, flood, transport strikes, closures or delays or any other Force Majeure or Act of God.
- This booking is subject to the usual NFA Terms & Conditions.

Limitation of Liability

The NFA accepts responsibility for accident, injury suffered whilst attending this event if it is directly due to negligence on our part.

Delegates are responsible for taking care their own property.

NFA accepts no responsibility for any loss incurred whilst using material or information gained at this event.

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We will not refund any other you may incur as a result of this cancellation.

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Data Protection Act 1998

In making this booking your contact details stored on our database. We will use this data the purposes of processing your booking and contact you in the future with information other CIH events and products that may be interest to you.

By submitting this booking I agree to the terms and conditions



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