



# Excellence in Action ★★ ★

Join us at St Catherine's College, Oxford – 9 July 2010

**Discover how four housing providers achieved excellence and have the opportunity to ask the Chief Executives how they did it.**

## Find out...

- What impressed the Audit Commission
- How the right performance management system delivers an excellent service
- How culture is the key in delivering outstanding resident involvement
- That diversity is not just about ticking boxes
- That real partnerships can work and make a difference

## How much will it cost?

£99 for tenants and £160 for others

## Who is speaking?

**David Orr** - Chief Executive of the National Housing Federation

**Roy Irwin** - Director of Housing, Sustainability and Economic Development at the Audit Commission

- Cheltenham Borough Homes
- Rooftop Housing Group
- Soha Housing
- West Kent Housing Association



WEST KENT

# AGENDA

9.30 am

## Registration and refreshments

10.15 am

### Is what defines excellence changing?

#### Keynote Speaker -

David Orr - Chief Executive of the National Housing Federation



11.00 am

## Workshops

### Workshop 1: Diversity and beyond

#### Cheltenham Borough Homes

Our 3 star inspection referred to how Cheltenham Borough Homes had developed Equality and Diversity so it was a key business driver and culturally strong within all aspects of the Company. How? Come along and find out for yourself.

### Workshop 2: Maintenance partnering

#### West Kent Housing Association

True partnering presents a long term model that significantly reduces costs, responsive repairs and administration while improving resident involvement, scrutiny and satisfaction. Find out what it takes to make the leap of faith.

### Workshop 3: Performance management

#### Rooftop Housing Group

For our three stars, the Audit Commission liked the way that delivery of planned service improvements was supported by an integrated performance and project management IT system. But it's not that simple – let us tell you why.

### Workshop 4: RI - So What?

#### Soha Housing

Last year Soha achieved three Stars for Resident Involvement in their Short Notice Inspection. Find out what impressed the inspectors, how Soha changed its culture so all staff embraced RI and the challenges they now face.

12.00 pm

### Question time with the Chief Executives and showcase of Soha's youth talent show.

12.45 pm

## Lunch

2.00 pm

### Keynote Speaker -

Roy Irwin - Director of Housing, Sustainability and Economic Development at the Audit Commission



2.30 pm

## Workshops repeated

3.30 pm

## Close and networking

# BOOKING FORM

## Booking your place is easy!

**ONLINE** at [www.soha.co.uk](http://www.soha.co.uk)  
**POST** your form to Conference Co-ordinator, Soha Housing,  
 FREEPOST SCE 2680, Royal Scot House, 99 Station Road,  
 Didcot OX11 7YW  
**EMAIL** your details to [housing@soha.co.uk](mailto:housing@soha.co.uk)  
**PHONE** us on 01235 515900  
**FAX** your form to 01235 515970

**Organisation name** \_\_\_\_\_

Correspondence address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Telephone \_\_\_\_\_

Invoice address (if different) \_\_\_\_\_

**Method of payment** Cheque (payable to Soha Housing Ltd) enclosed   
 Please invoice me  Purchase order no \_\_\_\_\_

**Delegate 1** Tenant (£99)  Other (£160)  (inclusive of VAT)  
 (please tick as appropriate)

Name \_\_\_\_\_  
 Job title/role \_\_\_\_\_  
 Email \_\_\_\_\_  
 Telephone \_\_\_\_\_  
 Dietary/Access requirements \_\_\_\_\_

Please number your preference  
 for workshops (1-4):

Diversity and beyond   
 Maintenance partnering   
 Performance management   
 RI - So What?

**Delegate 2** Tenant (£99)  Other (£160)  (inclusive of VAT)  
 (please tick as appropriate)

Name \_\_\_\_\_  
 Job title/role \_\_\_\_\_  
 Email \_\_\_\_\_  
 Telephone \_\_\_\_\_  
 Dietary/Access requirements \_\_\_\_\_

Please number your preference  
 for workshops (1-4):

Diversity and beyond   
 Maintenance partnering   
 Performance management   
 RI - So What?

Please photocopy this form if you have more than 2 delegates attending.





Confirmation and joining papers will be issued once your booking form and payment have been received. We will make every effort to accommodate your preferences for workshops, however, this cannot be guaranteed. The cost for attending is £99 for tenants and £160 for others. Cancellations confirmed in writing 7 days before the event date will be refunded minus an administration fee of £25.

Please send your completed Booking Form in an envelope (no stamp needed) to the following address:

Conference Co-ordinator, Soha Housing,  
FREEPOST SCE 2680, Royal Scot House, 99 Station Road,  
Didcot, Oxon OX11 7YW

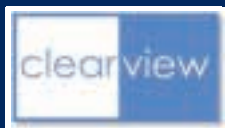
#### Or you can book by:

- WEB** at [www.soha.co.uk](http://www.soha.co.uk)  
**EMAIL** your details to [housing@soha.co.uk](mailto:housing@soha.co.uk)  
**PHONE** us on 01235 515900  
**FAX** your form to 01235 515970

#### Visit the participants at:

- Cheltenham Borough Homes [www.cheltborohomes.org](http://www.cheltborohomes.org)  
 Rooftop Housing Group [www.rooftopgroup.org](http://www.rooftopgroup.org)  
 Soha Housing [www.soha.co.uk](http://www.soha.co.uk)  
 West Kent Housing Association [www.westkent.org](http://www.westkent.org)

Conference sponsored by:



The *Garnett* Foundation

**Jeakins Weir**

