

Today's ALMO World

17 December 2014, 10:00 – 16:30

CIH Offices, 236 Grays Inn Road, London

10.00-10.10	Welcome from Chair	Eamon McGoldrick , Managing Director - National Federation of ALMOs
10:10-10:50	Plenary 1: Today's ALMO world Eamon will provide an overview of the ALMO sector in 2014 and the ways in which ALMOs are changing and diversifying.	Eamon McGoldrick , Managing Director - National Federation of ALMOs
10:50-11:30	Plenary 2: Working alongside the local authority to deliver value for money Maria will share how Derby Homes are working together with Derby City Council to deliver wider council priority's and value for money whilst delivering savings.	Maria Murphy , Chief Executive - Derby Homes
11:30-11:45	Tea and coffee break	
11:45-12:30	Plenary 3: Models for delivering new build Chloe will provide a national overview in relation to new build, ALMOs capacity and what's currently happening in the ALMO sector – findings from the 2014 survey. Jon will discuss The Gateshead Housing Company's model for new build.	Chloe Fletcher , Policy Director - National Federation of ALMOs Jon Mallen Beadle , Chief Executive -The Gateshead Housing Company
12:30-13:15	Plenary 4: Housing, care and support Sarah will outline some of the developments at a national level around housing care and support. Ian will discuss the Haltwhistle Integrated Care Facility, a pioneering scheme which provides hospital and social care under one purpose built roof. NFA Award Winner 2014.	Sarah Davis , Senior Policy and Practice Officer - Chartered Institute of Housing Ian Johnson , Director of Operations - Homes for Northumberland

13:15-14:00	Lunch	
14:00-14:45	<p>Plenary 5: Delivering homelessness services</p> <p>Zorana will give an overview of the current picture of homelessness in England and the different characteristic homelessness is developing.</p> <p>Derek will share how Barnet Homes is delivering homelessness services for their local authority.</p>	<p>Zorana Halpin, Shelter</p> <p>Derek Rust, Director of Operations - Barnet Homes</p>
14:45-15:00	Tea and coffee break	
15:00-15:45	<p>Plenary 6: Customer satisfaction – are we leading the way?</p> <p>Paul will examine how we can measure customer satisfaction and compare performance both with other ALMOs and housing providers. Including looking at tools such as peer review, STAR survey and benchmarking.</p> <p>Nick will discuss how Nottingham City Homes has improved customer satisfaction in recent years.</p>	<p>Paul Edwards, Director of Business Development – HouseMark</p> <p>Nick Murphy, Chief Executive – Nottingham City Homes</p>
15:45-16:20	<p>Plenary 7: Finding solutions to some of the challenges facing housing providers</p> <p>Tony will outline some of the challenges facing housing providers today, and demonstrate some solutions to these challenges.</p>	Tony Stacey , Chair - PlaceShapers Group
16:20-16:30	Summing up and close	Chair