

**NATIONAL
HOUSING
FEDERATION**

BOOK BY 11 DECEMBER •
**SAVE
£100**
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in **HOUSING 2016**
CONFERENCE & EXHIBITION

10 - 11 FEBRUARY
CHELSEA FOOTBALL CLUB, LONDON

**COMPLETELY REVAMPED
CONFERENCE**

with greater networking
opportunities, FREE exhibition
seminars and strategic
keynote sessions

**Aligning digital service design
with housing strategy**

UNRIVALLED SPEAKERS:
GOOGLE | SKY | MICROSOFT | ZOPA | BROMFORD LABS

www.housing.org.uk/IT



#NHFIT16



IT as the enabler

Enhancing your business intelligence
Increasing your productivity
Increasing your customer satisfaction

Get inspired by an impressive line-up of speakers and equip yourself with the tools to develop effective digital services. This strategic two day conference takes IT solutions out of their silos and examines innovation beyond the simple 'channel shifting' of services.



Conference highlights

We've conducted extensive market research to give you a programme that will enable you to confidently drive and deliver efficiency savings through an effective IT strategy.

- Evaluate how to design and incorporate digital services into your wider housing strategy
- **More networking opportunities than ever before.**
Join 600 IT professionals including heads of IT and other C-level executives at the conference dinner and drinks reception
- Join stimulating debates and share ideas on the latest in **housing management** and **ERP systems** with both panellist and peers
- Hear from leading commercial thinkers such as: **Sky, Google for Work, Zopa, Microsoft**, Movement Strategies, Department for Work & Pensions and London Borough of Camden
- Learn how others are using IT solutions to address budget constraints
- Hear case studies on digital transformation projects and benefit from the lessons they have learned
- Attend the **free exhibition** to see practical demonstrations of the **latest IT solutions** from premium IT technology suppliers



During the day we will be running an interactive competition through twitter, complete with scenarios, teams and prize giveaways.

Don't miss out and start following us on twitter today. [@natfedevents](#)





attendees



FREE practical seminars



exhibitor demonstrations

To register for the **FREE** exhibition visit www.housing.org.uk/IT

IT in Housing has given us great exposure to the housing market, strengthening existing relationships and building new ones.

Andy Aveyard,
Sales and Marketing
Executive, Invu

Documotive enjoyed exhibiting again at one of our favourite events in the housing calendar. It is a must attend for anyone in housing related to IT.

**Chantel Kaur, Marketing
and Communications,**
Documotive

IT in Housing is the perfect exhibition for those involved in technology and the housing industry with a very high, relevant calibre of delegates.

Mim Claridge,
Marketing Manager,
1st Touch

As our first ever exhibition it has opened our eyes as to what a powerful platform the IT in Housing Exhibition can be to promote Riverlite and generate opportunities.

Paul Oggelsby,
Managing Director,
Riverlite

Recent exhibitors include:

1ST TOUCH MOBILE SOLUTIONS | AAREON UK | ADAM CONTINUITY | AIIMI | ANYWHERE PAD | ARMSTRONG COMMUNICATIONS | ASINE | AXONEX | B2 LATERAL | B2NET | BOARD UK | BRITANNIC TECHNOLOGIES | CADCORP | CAPITA | CARVAL COMPUTING | CASTLE COMPUTER SERVICES | CENTERTOOLS SOFTWARE | CENTRAL NETWORKS & TECHNOLOGIES | CIVICA UK | CLARANET | CLEARSTREAM GROUP SERVICES | CLEARVIEW SYSTEMS | CODE BLUE GROUP | COLLECTCODE | COMMONTIME | CONNEXION 2 | CORVU | DACOLL: IT MANAGED SERVICES | CYBEROAM TECHNOLOGIES | DAISY GROUP | DOCUMOTIVE | DTL CREATIVE | EASYNET | EBC GROUP | ECCO SOLUTIONS | ENTITLEDTO | EPIX SYSTEMS | ESRI (UK) | ESUASIVE | EXPONENTIAL | FRONTIER SOFTWARE | FUSION INFORMATION SYSTEMS | GENTOO GROUP | GEOPAL SOLUTIONS | GEOSOLVEIT | GOLDCREST SOLUTIONS | HAYS INFORMATION TECHNOLOGY | HOUSE - ON - THE - HILL SOFTWARE | HOUSINGDOCS | HOUSINGIT | IBM (UK) | ITEL TECHNOLOGY | IMPACT APPLICATIONS | IN4SYSTEMS | INFORDATA CONSULTING | INNOGISTIC | INNOVATION APEX | INTERACT INTRANET | INTERNETALIA - ACCUSERV | INVU SERVICES | JMC IT | KAINOS | KEYCOM |

KEYLOGIC | KEYSTONE ASSET MANAGEMENT SOLUTIONS | KIRONA | KYPERA | LANWAY CBS | LIMA NETWORKS | LOGIC NETWORKS | LOOKING LOCAL | M3 | M7 MANAGED SERVICES | MENDIT | MET AND SECURENOVOY | METRONET UK | MIS ACTIVE MANAGEMENT SYSTEMS | MONTAL COMPUTER SERVICES | MOSAIC ISLAND | MTI TECHNOLOGY AND GLOBAL SECURE SYSTEMS | NATIONAL COMPUTING CENTRE | NATIONAL HOUSING FEDERATION | NETCALL | NETSHIELD | NETWORK RESOURCE GROUP | NOVOSCO | OMFAX SYSTEMS | ONI | OPTEVIA | OPTICAL RECORD SYSTEMS | ORCHARD INFORMATION SYSTEMS | PHOENIX SOFTWARE | PIMSS DATA SYSTEMS | PSION TEKLOGIX (UK) | PUBLIC IT | QUINCE ASSOCIATES | RANDOMSTORM | RECYCLEIT | RENOVOTEC | ROCKET CORVU | ROCKET SOFTWARE | SEEMYDATA | SITEXORBIS | SMOOTHWALL | SOFTWARE | SORCE INTRANET | SOUTH VIEW SOLUTIONS | SOVEREIGN BUSINESS INTEGRATION | SWITCH COMMUNICATIONS | TECHNOLOGIES | THE BARCODE WAREHOUSE | TIDEE | TMI SYSTEMS | TRAVIS PERKINS | TREEWISE SOLUTIONS | TRISOFT | TRILOGY TECHNOLOGIES | VERSEONE TECHNOLOGIES | VERY PC | VIRGIN MEDIA BUSINESS | WEGETGEO | WELLDATA | XLPRINT SOFTWARE

EXHIBITING AND SPONSORSHIP OPPORTUNITIES

With over **600 decision-makers**, and with exhibition stands and sponsorship starting at just £1,200, no other opportunity in the sector will give you a better return on your investment.

To book your stand or for more information on sponsorship, please contact

Foremarke Exhibitions on 020 8877 8899. @ITinHousing



ADVERTISING OPPORTUNITIES

For advertising opportunities including a publicity leaflet in our delegate packs email marketing@housing.org.uk

CONFERENCE PROGRAMME

DAY 1

09:30 – 10:30

Registration and exhibition viewing

09:45 – 10:15

Breakfast analyst session for IT directors

Join your peers for networking and updates on the latest trends all before the conference kicks off.

10:30 – 10:40

Chair's welcome and introduction

Arturo Dell, Product Development Director, **HouseMark**

10:40 – 11:20

Digital transformation:

How Thames Valley are leading the way

Thames Valley reveal how they have used digital services as a form of cost cutting and share the lessons they have learnt along the way. Attend the session to discover:

- How to make the business case for online services to your boss
- Which services you should transfer online and how to design them to be truly digital
- How to manage people's IT expectations in online services
- Agile or waterfall project management styles – which one should you choose?

Jayne Hilditch, Corporate Services Director, **Thames Valley Housing Association**

11:20 – 11:40

Outlook for social housing:

Taking control of your future

David Orr provides an overview of the current position of the social housing industry and answers your burning questions. He'll explain:

- Where the social housing sector is heading and what you can do as IT managers to remain true to your business aims
- How we can be proactive in terms of political and economic changes in our sector
- The outlook for social landlords and their tenants – developing a vision for social housing

David Orr, Chief Executive, **National Housing Federation**

11:40 – 12:00

Refreshments, networking and exhibition viewing

12:00 – 12:20

Digital transformation:

Experience from a Local Authority

Camden council updates you on the 'Government as a platform' initiative and their recently developed open source solution. Learn about the process they went through including the benefits and challenges they faced when making the digital transition.

John Jackson, CIO and Digital Strategy Lead, **London Borough of Camden**

12:00 – 12:20

Building a quality digital customer portal using multiple vendors

Is a monolithic approach to IT housing solutions still relevant? This session explores a new way of thinking that encourages you to be more innovative and create technology that achieves your unique business goals. Discover how to deliver and implement an online service that is accessible, gives you more control and your tenants more choice.

Jonathan Creaser, Head of ICT, **Richmond Housing Partnership**

12:40 – 13:40

Lunch, networking and exhibition viewing

13:40 – 14:10

Mobilising your workforce

Hear how new mobile technologies can transform the way your organisation works and the financial benefits they can bring. Discover exactly how to implement them and the benefits they can have for your tenants. Learn how it will increase the productivity of frontline staff including surveyors, lettings teams, income officers, ASB and tenancy support officers as well as your housing managers.

Tracy Allison, Group Director of Corporate Services, **Hyde Housing**

Paula Leon, Mobile Project Lead, **Network Housing Group**

Neil Charlton, Head of ICT, **First Wessex**

CASE STUDY
Inside the sector

CASE STUDY
Inside the sector



PANEL DEBATE





14.10 – 14.30

Digital transformation: Taking the first step?

The New Charter Group reveal how they successfully transformed digitally and the improvements it made to their business.

- Why you need to stop trying to preserve the outdated digital services you already have
- Explore the link between business performance and customer satisfaction in a digital world
- Planning for success, leading from the front and embracing experimentation - it's not just about technology

Sam Young, Director of Business Transformation, **New Charter Group**

CASE STUDY
Inside the sector

14.30 – 15.10

Security is a process not a product – how to monitor your security to mitigate risks

- Seven ways to make your organisation's password requirements more security conscious
- How to make rational risk decisions
- Website protection: what your key lines of defence should be
- Protecting your corporate network: how to prevent hacking and keep your data secure

Glyn Wintle, Security Consultant

15.10 – 15.40

Refreshments, networking and exhibition viewing

15.40 – 16.00

Embracing IT as the catalyst for digital change

- How improved digital services can drive efficiencies for your business
- Challenge the status quo – why you need to think customer not corporate
- How to encourage your employees and customers to embrace digital changes

Boris Worrall, Executive Futures Director, **Orbit**

16.00 – 16.35

IT budget cuts:

It's not all doom and gloom

- How to implement and invest in innovative and high quality services despite budget reductions
- Where to identify cash and efficiency savings in your business
- Incorporating open-source solutions into your business plans
- Identifying areas where a collaborative IT management approach can save you money
- How mergers and acquisitions activity will impact IT provision
- The importance of IT procurement and how to renegotiate contracts

Paul Carhart, Group Director of Customer Services, **ForViva Group**

Sarah Smith, Executive Director - Finance and Resources, **AmicusHorizon**

Caroline Moore, Executive Director, **Yarlington Housing**

PANEL DEBATE

16.35 – 16.45

Chair's Closing Remarks

Arturo Dell, Product Development Director, **HouseMark**

16.45 – 22:00

NEW FOR 2016 Networking dinner and drinks

Make the most of your time by joining us for a complimentary drinks reception with our exhibitors. This year we'll be hosting a dinner in Frankie's Bar and Grill which will give you the perfect opportunity to catch up with colleagues and friends to discuss the day's events. We look forward to seeing you there.

The exhibition provided a fantastic forum for presenting our product story to key decision makers in the housing sector.

Giles Henshaw,
Marketing Manager, Common Time

CONFERENCE PROGRAMME

DAY 2

09:30

Registration and exhibition viewing

10.30 – 10.45

Chair's Welcome and introduction

Dr Mark Thompson, Senior Lecturer in Information Systems, **Cambridge Judge Business School**, and Strategy Director, **Methods**

10.45 – 11.25

Designing services for the resident experience

Lily will present a full process overview of how to undertake a new residential design project to meet resident demands including:

- Meeting increased resident expectations through online self-service
- De-risking new solutions through user research and iterative problem solving
- Creating resident engagement with new solutions with co-design and staged launches

Lily Dart, freelance service design and UX

11.25 – 11.45

Digital transformation: Don't believe the hype

Hear the results of Halton Housing's qualitative research with their customers:

- Why failing to embrace digital services could negatively impact your business model
- Dispelling the myth that connectivity amongst your customers is low
- Making a compelling digital business case to put to your organisation's decision makers



Nick Atkin, Chief Executive, **Halton Housing Trust**

11.45 – 12.05

Refreshments, networking and exhibition viewing

12.05 – 12.20

Innovation through collaboration and the adoption of new technologies

This session will explore how to use collaboration and new technologies, such as Google Apps to transform your organisation. Whether your staff is in the office liaising with tenants or on site checking properties, Lyndon will show you how new technology can increase their productivity and free them from software incompatibilities, permission issues, firewalls and cumbersome IT.

Nina Bjornstad, UK&I Country Manager, **Google for Work**

12.20 – 12.40

How the cloud can enhance your service delivery

- Discuss what efficiencies cloud computing offers housing associations
- Private, public and hybrid cloud solutions – which solution is best for housing?
- Software as a service (SaaS)
- Challenges of delivering services via the cloud including migration
- Review current cloud based models to establish the true cost to your organisation financially

Richard Troote, Head of ICT, **Wales & West Housing**

Francois Mounier, Head of Business Engagement and Solution delivery, **Peabody Housing Group**

13.00 – 13.50

Lunch, networking and exhibition viewing

13.50 – 14.30

Enterprise Resource Planning (ERP) - will it help you?

- Will ERP help you to drive efficiencies in your organisation?
- When to deploy ERP tools and what the drivers are
- The challenges ahead for ERP and how to consolidate your platforms

Kevin Corbett, Director of IT, **Affinity Sutton**

David Redpath, Information Services Director, **Home Group**

Kevin Connell, IT Director, **Southern Housing**

14.30 – 15.10

Becoming a thought leader: Disruptive technology in housing

- Can the social housing sector become a pioneer in digital innovation?
- How to behave like a digital leader
- The principles of good design – what a sound digital solution should look like and building it for lasting success
- Developing more than just IT – creating fresh cultures in your business

James Alexander, Founder, **Zopa**

15.10 – 15.40

Refreshments, networking and exhibition viewing

PANEL DEBATE

PANEL DEBATE

CASE STUDY
Inside the sector





15.40 - 16.10

Rethinking IT in housing: How to create an innovative environment

- Unlocking your potential by listening and collaborating with other staff
- Developing a creative network to enable open innovation
- Capturing ideas and developing a fail-fast approach
- Innovating with the 'internet of things' for housing
- Re-thinking problems and opportunities in housing

Paul Taylor, Innovation Coach, **Bromford Labs**

16.10 - 17.10

Chaired by: Nick Atkin, Chief Executive, Halton Housing Trust

IT in housing: What could the future look like?

We are experiencing a once in a generation step change. This is a prime opportunity to put the social housing sector on the map and new technology could be the driving force. We look outside the sector to see what could be possible and if it's worth it.

- How the housing sector can leverage the power of digital services by BIG DATA and its enviable stores
- Using technology to deliver cost-effective, fast, customer-centric services
- The outlook for 'internet of things' and its impact on the sector

Panelists:

Laurence Smith, Head of Technology, **Sky**

Ben Holliday, Digital Head of User Experience, **Department for Work and Pensions**

Paul Foster, Principal Technical Evangelist, **Microsoft UK**

Simon Babes, Managing Director, **Movement Strategies Limited**

Nina Bjornstad, UK&I Country Manager, **Google for Work**

17.10 - 17.15

Chair's closing remarks

Dr Mark Thompson, Senior Lecturer in Information Systems, **Cambridge Judge Business School**, and Strategy Director, **Methods**

PANEL DEBATE

FREE Practical exhibition seminars

We are creating a series of free to attend seminars as part of the exhibition to complement the strategic conference programme.

These sessions will be **practical, accessible and engaging**. We will have product demonstrations showcasing the latest technology and workshops covering key topics including:

- **Mobile working and efficiencies**
- **Rent arrears and software**
- **Data analytics and tenant support**

If you have any suggestions of topics you would like to see covered, or particular suppliers you want to see, drop us an email at events@housing.org.uk and we will see if we can get it covered.



Keep up to date with the free IT in housing seminar agenda by following [@ITinhousing](https://twitter.com/ITinhousing) [@natfedevents](https://twitter.com/natfedevents)

Discounted onsite accommodation rates available

Staying in London can be expensive, so we have negotiated rates for you from as little as **£105+VAT** per person for a single room and £115+VAT for a double room, per night. Hurry, book by **10 December** to secure a room; limited availability for a limited time.

How to book

In order to book a room at the discounted rate, everyone must provide the code **NATI090216**.



- Call **020 3479 3565**
(reservations department is open Mon-Fri 8.30am-6pm & Sat 9-5.30pm)



- Send your enquiry to reservations@chelseafc.com



- <http://www.millenniumhotels.co.uk/>



BOOKING FORM

HOW TO BOOK

Online: www.housing.org.uk/IT Email: events@housing.org.uk
Post: Business, Sales and Support, National Housing Federation, 25 Prater Street, London, WC1N 3NF

1ST DELEGATE

Delegate name
Job title
Organisation
Delegate mobile no.
Delegate email
(You must supply your email address so you can receive your booking confirmation)
Address
.....
.....
Tel
Contact email (if different)
Contact name (if different)
Special requirements (e.g. dietary / wheelchair access)
@handle

2ND DELEGATE

Delegate name
Job title
Organisation
Delegate mobile no.
Delegate email
(You must supply your email address so you can receive your booking confirmation)
Address
.....
.....
Tel
Contact email (if different)
Contact name (if different)
Special requirements (e.g. dietary / wheelchair access)
@handle

3RD DELEGATE

Delegate name
Job title
Organisation
Delegate mobile no.
Delegate email
(You must supply your email address so you can receive your booking confirmation)
Address
.....
.....
Tel
Contact email (if different)
Contact name (if different)
Special requirements (e.g. dietary / wheelchair access)
@handle

WHERE DID YOU HEAR ABOUT THE CONFERENCE?

- ☐ Direct mail ☐ Email ☐ Web ☐ Telephone
☐ Employer ☐ Federation external affairs manager ☐ 24housing
☐ Other (please specify)

QUOTE PRIORITY CODE IT0216DM

Save £100 when you book by 11th December 2015

CONFERENCE PRICES (DINNER INCLUDED)

EARLY BIRD - BOOK BY 11 DECEMBER

Member - £325
Non-member - £395

DELEGATE 1
DELEGATE 2
DELEGATE 3
☐☐☐
☐☐☐

STANDARD TICKET

Member £425
Non-member £495

☐☐☐
☐☐☐

DAY RATE

Member - £225 (without dinner)
Non-member - £265 (without dinner)
Member - £265
Non-member - £350

Wed ☐☐☐ Thurs ☐☐☐
Wed ☐☐☐ Thurs ☐☐☐
Wed ☐☐☐ Thurs ☐☐☐
Wed ☐☐☐ Thurs ☐☐☐

NETWORKING DRINKS RECEPTION AND DINNER

Wednesday 10 February

Networking drinks and dinner is included as part of your conference ticket price.
Please fill this section in to help us avoid unnecessary food wastage.

I wish to attend the dinner Yes ☐☐☐ No ☐☐☐

FREE STADIUM TOUR

Tours of the Football ground will be offered on a first come first serve basis, please indicate if you would be interested in a free tour.

Stadium Tour ☐☐☐

PAYMENT

☐ I understand that payment must be made at the time of booking

Total payment £

☐ I enclose a cheque payable to the National Housing Federation

☐ I have paid by BACS and attach the remittance advice
(Please quote IT0216DM on all BACS transmissions)

National Housing Federation bank account details are:

Lloyds, Kings Cross Branch, 344 Grays Inn Road, London, WC1X 8BX
Sort Code: 30-94-73 Account No. 00113238

☐ Please debit my debit/credit card: Visa / Mastercard / Maestro / Solo / Electron
(We do not accept Diners Card or AMEX)

☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Start date ☐☐/☐☐ Expiry date ☐☐/☐☐

Issue no (debit cards only) ☐☐ 3 digit security code ☐☐☐

Name on card:

Card holder's signature:

Date:

ALL CANCELLATIONS MUST BE MADE IN WRITING. Cancellations will be charged a £55 administration fee per person. The full fee is payable for any cancellations received after **27 January 2016**.

DATA PROTECTION The National Housing Federation gathers personal data in accordance with the Data Protection Act 1998. This information may be forwarded to third parties to be used for marketing purposes or for mailing information about goods and services that may be of interest.

Please tick the box if you do not wish to receive information about existing and future products and services provided by the National Housing Federation. ☐

Please tick the box if you do not wish to have your details passed to third party organisations. ☐

NO VAT
PAYABLE

