

Programme

Business transformation – taking flight 2

Thursday 22 March 2018 | Alton Towers Resort, Staffordshire

This special one-day event, held in association with ROCC, will bring together some of the country's top change pioneers in a truly unique setting. Delegates will have the chance to hear about the latest business transformation trends from inside and outside the housing sector while exploring the wonders of the Alton Towers Resort including its theme park rides and picturesque scenery.

09:30 Registration and refreshments

10:00 Chair's welcome and introduction
Jon Land, HQN and Sam Young, HQN Business Transformation Associate

10:10 Why transformation fails – and how to avoid it
Paul Taylor, Bromford Housing Group

10:50 In-flight transformation – executing customer-focused change
Rob McWilliam, former UK Finance Director for ASDA and Amazon

11:35 Refreshments and networking

11:50 The importance of digital leadership in business transformation
Sandra Taylor, Socitm

12:20 A tale of two transformations – the keys to success at New Charter and Great Places
Sam Young, HQN; Alison Dean, Great Places Housing Group and Stuart Clover, New Charter Group

13:00 Transformational technology – are we really transforming lives?
Peter Luck, ROCC

13:30 Lunch

14:00 The Alton Towers experience

15:30 Driving change through customer insight
Joel Abbey, CACI

16:00 The role of data governance in a transformation programme
Emma Turay, Notting Hill Housing

16:30 Designing public services for the digital age
Matt Skinner, FutureGov

17:00 Close

