

# 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.

Housing providers all over the country are embarking on business transformation journeys. Some are focusing on very specific areas while others are recalibrating their entire organisation – or merging with others. And while millions of pounds are being spent on new technology, it is buy-in from colleagues and residents that is most fundamental to a successful change programme.

**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**

**10:40** In-flight transformation – executing customer-focused change  
**Rob McWilliam, former UK Finance Director for ASDA and Amazon**

**11:20 Refreshments and networking**

**11:35** 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 New Charter (speaker TBC)**

**12:15** Driving change through customer insight  
**Joel Abbey, CACI**

**12:45** Session TBC  
**Peter Luck, ROCC**

**13:15 Lunch**

**14:00** The role of data governance in a transformation programme  
**Elly Hoult, Notting Hill Housing**

**14:30** Designing public services for the digital age  
**Matt Skinner, FutureGov**

**15:00 The Alton Towers experience**

**16:00 Close**

