

**HDN Board Excellence Programme 2020/21**

**Group Development Session 5**

**Policy Gazing, Customer Involvement and Customer Governance**

**Date:** Thursday 22<sup>nd</sup> April 2021  
**Time:** 17.00 – 19.30, including a short refreshment break  
**Venue:** Online

**Join Zoom Meeting**

<https://us02web.zoom.us/j/88925365731?pwd=VTVyTDJMM0FIMjZKVXhKeGpvZkIxQT09>

Meeting ID: 889 2536 5731

Passcode: 575594

**Guest Speakers:**

- Yvonne Davies, HDN Facilitator
- Eamon McGoldrick, CEO National Federation of ALMOs

**Aims:**

- To hear about consumer regulation and changes happening in customer influence and engagement
- To hear from the ALMO sector on governance and consider cross cutting themes for HAS and ALMOs
- To hear about Board leadership of responses to policy changes

**Learning objectives:**

- Broaden and extend Board Member confidence to engage, contribute and challenge within the organisations purpose and governance structure
- Understand the opportunities to hear the customer voice at Board
- Consider future policy and regulatory implications which will impact on your business
- Understand the challenges and opportunities for Board leadership in a crisis
- Share experiences and learn about governance in other organisations

<b>17.00</b>	<b>Arrivals</b>	
<b>17.00 – 17.10</b> <b>Introduction to the day</b>	<ul style="list-style-type: none"> <li>Welcome &amp; introductions</li> <li>Purpose</li> </ul>	<b>Yvonne Davies</b> <b>HDN Associate</b>
<b>17.10 to 18.00</b> <b>Consumer Regulatory Assurance</b>	<p>This session will explore: <b>Presentation (20 mins)</b> An overview of current requirements on Consumer Regulation and how Customers are engaged in influencing strategic discussions</p> <p><b>Q&amp;A and sharing (30 mins)</b></p>	<b>Yvonne Davies</b> <b>HDN Associate</b>
<b>18.00 to 18.10</b>	<b>Refreshment Break</b>	
<b>18.10 – 19.30</b> <b>Policy and future Gazing for Housing Boards</b>	<p><b>This session will explore:</b> <b>Presentation (45 mins)</b> An overview of the current policy environment</p> <ul style="list-style-type: none"> <li>Issues to plan for now, at Boards</li> <li>Leadership of change, by Boards</li> <li>Managing and monitoring change at Board</li> </ul> <p>Board assurance and Board monitoring in the ALMO Sector</p> <ul style="list-style-type: none"> <li>Differences and similarities</li> <li>Current pressures on Boards</li> </ul> <p><b>Q&amp;A and sharing (30 mins)</b></p>	<b>Eamon McGoldrick,</b> <b>CEO,</b> <b>National Federation of ALMOs</b>
<b>19.20</b> <b>Review of the session</b>	<p><b>Feedback &amp; discussion:</b></p> <ul style="list-style-type: none"> <li>What will I take back to my Board?</li> </ul>	<b>Yvonne</b>
<b>19.30</b>	<p><b>Close</b></p> <p><b>Next meeting, June 10<sup>th</sup>, 17.00 to 19.30</b> Mergers, acquisitions, joint ventures, shared services, cost sharing groups</p>	