

Interested in a health check or consultation with one of the UK's leading social housing consultants?

Mid October – Mid November 2019

[HQN](#) is the largest specialist social housing consultancy in the UK. Set up in 1997 HQN has been driving service improvement in the sector and providing practical help and advice on best practice for over 20 years.

This is a unique and exciting opportunity to assess your service using tried and tested methods, adapted for Australia, and to learn more about best practice in the social housing sector in the UK.

Choose from:

- **In-Depth Assessments** – Become one of the first Australian CHPs to test your governance, risk and financial resilience using the English regulator's rigorous standards
- **Value For Money Audit** – get to grips with value for money and embed it into your business
- **Health Check** of your **complaints handling** process – are you making the most of your complaints and learning from customer feedback?

For more details and indicative costs, please contact Adam West and send in an EOI by 31st August to adamw@communityhousing.org.au.



Lydia Dlaboha, Deputy CEO of [HQN](#), is available to share her expertise on best practice from across the UK. Lydia's background is in operational housing management for both general needs and supported, specialist housing, including working with diverse communities.

Lydia has:

- Been an independent adviser for the UK Housing Ombudsman, investigating complaints and making recommendations
- Set up and led HQN's health checks and service improvement practice
- Designed and overseen HQN accreditation
- Worked closely with residents, involving them in service reviews and improvements, and set up HQN's specialist network for residents – [The Residents' Network](#)
- Tailored HQN's Complaints Toolkit to Australia
- Worked on In Depth Assessment pilots in Australia and is now helping to develop the revitalised National Community Housing Standards.

In-Depth Assessments

The IDAs are an excellent opportunity for CHPs to test their governance, risk, and compliance practices by taking a new and challenging look at their structures and processes. IDAs provide:

- New forensic in-depth assessments
- Structure and organisational dynamics
- Financial resilience

Each In Depth Assessment is bespoke – based on the individual risk profile, exposure, financial and governance strengths and weaknesses of your organisation. It is adaptable for any CHP, regardless of size, location or tenant profile. It can also include a run of the Perfect Storm board simulation event which allows boards to stress- test business plans against a variety of scenarios in an engaging and entertaining way.

What will be included?

- Evaluation of key documents
- Focus groups with frontline and senior staff, directors and tenants
- Assessment against English regulator's rigorous standards

At the end of the Assessment:

- You'll have the insight and assessments to improve your organisation's readiness to take on the challenges to come.

Value for Money Audit

This Audit can be tailored to suit the needs of the board and/or senior managers.

What will be covered?

- What does value for money really mean?
- How to embed value for money throughout the business - involving front line staff and customers
- How to approach comparisons & benchmarking?
- Setting targets and reporting on value for money
- Deciding what happens to savings that are generated
- Examples of value for money initiatives
- Developing a value for money action plan

At the end of the Audit, you will:

- Better understand value for money and how it can be applied
- Understand your organisation's current value for money performance
- Identify areas where value for money improvements are needed
- Outline actions that could be taken to improve performance to work up into an action plan

Complaint Handling Health Check

What will be included?

- Checks of random case files
- Individual meetings with key people involved in complaints management such as the lead officer
- A focus group with a cross section of operational staff who have responsibility for responding to and dealing with complaints
- Meeting with residents –a selection of your residents or tenants group to hear their views.

At the end of the Health Check:

- HQN will assess you against their complaints toolkit and best practice. The feedback will identify strengths and areas for improvement, as well as any recommendations.

If you are interested in any of these events please send in an EOI by 31st August to adamw@communityhousing.org.au