

Digital Futures Club

Thursday 22 April 2021

Online

Programme

09:30	Arrival / online access
09:40	<p>Welcome and opening comments</p> <p><i>Arturo Dell, Club Manager</i></p>
09:45	<p>Delivering post-COVID digital transformation</p> <p>In our opening session, social housing transformation expert John will discuss the importance of taking lessons learnt during the pandemic to develop a business model for digital transformation that transforms your way of working and delivers lasting impact for your residents. Including a look at;</p> <ul style="list-style-type: none"> • The key principles of service transformation • How to connect culture, technology and operating models – and embedding them for the long term • Research findings – an insight into how some housing organisations have gone about improving their services and what we can learn from these findings • How to continue driving digital and service transformation into the ‘better normal’ <p>Including time for discussion. Are these principles and findings something you recognise? how do we respond?</p> <p><i>John Baldwin, John Baldwin Consulting Ltd</i></p>
10:25	<p>Initiating a data to decision programme</p> <p>As a mid-sized housing association with aspirations Karbon Homes decided to embark on a data to decision programme to deal with the rising challenge of using data to inform decisions as a critical part of digital transformation. In this session Nathaniel will share details of;</p> <ul style="list-style-type: none"> • Building a case for change and creating an effective strategy • The importance of learning from other organisations • Fostering a data-driven culture • The importance of managing and embedding data effectively • Lessons learnt and measuring performance • Outcomes, improvements and next steps <p><i>Nathaniel Ray, Assistant Director ICT & Digital Transformation, Karbon Homes</i></p>
10:55	Comfort break

11:10	Best practice group discussions session – breakout rooms
	Includes feedback from breakout groups
12:00	Digital complaints handling and engagement
	<p>The Housing Ombudsman for England’s new Complaint Handling Code provides a new opportunity to engage with customers through digital channels. In this final session Charley will share best practice on how Orbit have worked collaboratively with their customers to shape their new policy and how they will continue to engage through digital channels in the future. This session will also cover tenant engagement and early adoption of ‘Together with Tenants’, a sector-wide initiative focused on strengthening the relationship between residents and landlords.</p> <p><i>Charley Oulton, Customer Engagement Manager, Orbit Group</i></p>
12:30	Wrap up and closing comments
	<i>Arturo Dell, Club Manager</i>