

Estate Services Club

Wednesday 23 June 2021

Online

Programme

09:30	Arrival / online access
09:40	<p>Welcome and opening comments</p> <p><i>Dawn Smithson, Club Manager</i></p>
09:45	<p>Digital transformation to improve performance</p> <p>Digitilisation has accelerated in the sector over the past year helping to tackle inefficient processes and time-consuming paperwork. When it comes to looking at how to transform your services to drive productivity, partnership working can be key. In our opening session we'll hear from BigChange about the pioneering digital approach they've taken with Sheffield City Council to improve how key services are delivered. The session will cover;</p> <ul style="list-style-type: none"> • How Smart job scheduling and vehicle tracking has improved the efficiency and quality of their transport service • How digitising compliance checks in facilities management has improved coordination of inspection teams and made reporting more manageable in the field • How by employing smarter logistics in social housing maintenance they've reduced driving time and CO2 emissions • How they've replaced paper-based reporting with a digital solution • How Sheffield is leading the way in remote workforce management <p><i>Leanne May, Corporate Sales Director and Martin Owens, Director of Product Marketing, BigChange</i></p>
10:25	<p>Building and fire safety – early adopter best practice</p> <p>As an early adopter of the new building safety charter in this session we'll hear from Stewart about the changes Salix Homes have undertaken and how they've tested new ways of working. Including a look at what else they still need to do before the building and fire safety bills are passed to ensure they're ready for the new legislation. Stewart's presentation will share best practice for your organisation to consider how to;</p> <ul style="list-style-type: none"> • Improve the creation and management of digitalised building information • Implement collective responsibility to safeguard the residents living in your buildings • Ensure compliance with new legislation for both building management and fire safety

	<ul style="list-style-type: none"> • Improve resident engagement – and how residents report building faults • Empower estate services staff to communicate and report building safety issues <p><i>Stewart Kerr, Building Safety Manager, Salix</i></p>
10:55	Comfort break
11:10	Best practice group discussions session – breakout rooms
	<p>Reflecting on the building and fire safety session, in your groups discuss and share;</p> <ul style="list-style-type: none"> • Where do you sit – is your organisation chasing legislation, compliant for today or ahead? <p>Followed by free ranged discussion on operational hot topics</p> <p>Includes time for feedback from breakout groups</p>
12:00	Managing Performance in Social Housing
	<p>In our final session, as an independent business improvement consultant for the housing sector, Cath will share details of why and how performance data and effective performance management can be used to drive service improvements and improve outcomes for both landlords and tenants.</p> <p><i>Cath Davies, Director, cd consulting</i></p>
12:30	Wrap up and closing comments
	<i>Dawn Smithson, Club Manager</i>