

# CIH North West Annual Conference and Exhibition

## The Leadership Challenge

### Don't leave it to chance, make it happen!

17 & 18th March 2009

De Vere Whites Hotel, Reebok Stadium, Bolton

**Booking Code: 2517050**

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**MORRISON** 

## About the Conference

**18th March 2009**

The CIH North West Conference and Exhibition is an annual regional housing event, attracting housing professionals from across the region and beyond! It is the essential event dedicated to housing professionals and those involved in a leadership capacity in North West housing and regeneration.

The theme of the 2009 event is Leadership... Don't leave it to chance, make it happen! The future of the housing sector is contingent on there being credible, competent, passionate and vibrant leadership to bring out the best in the neighborhoods we serve - if we leave this to chance - it will not happen, so our challenge at this event is to make it happen NOW!!

Influential speakers at the event will ensure that delegates are well equipped to embrace the leadership challenge and seize the opportunities faced in the constant change environment they face every day. They will inspire and encourage delegates to improve their leadership skills in both a professional and a personal capacity, whatever the role in their organisation.

Through a variety of inspiring plenary sessions and interactive workshops, the conference will allow delegates to share best practice, keep upto date with the latest tactics in the leadership field and help them to understand how this will assist in their role. Delegates will also be provided with the perfect opportunity to network in a relaxed atmosphere.

'The Leadership Challenge' conference will look at how the housing sector in the North West region can develop and maintain its drive towards providing decisive, competent and proactive leadership in a constantly changing environment, particularly with the advent of the Homes and Communities Agency and the Tenant Services Authority, changes in regulation and the impact of the credit crunch.

## Gala Dinner

**17th March 2009**

The North West Regional Gala Dinner is a great opportunity to network with people in the industry in a relaxed atmosphere. The dinner will be held in the Platinum Suite at the De Vere Whites Hotel in the Reebok Stadium, and the price includes a three-course meal with wine and evening entertainment.

Your After Dinner Speaker is: Roger Phillips  
BBC Radio Merseyside Broadcaster

**Roger Phillips BBC Radio Merseyside**

Roger was born in Manchester, went to Cambridge University and arrived in Liverpool as an actor in the early 70s to join the Everyman Theatre - and fell in love with the city. He subsequently worked as a hackney cab driver, before falling by chance into local radio (BBC Radio Merseyside) in 1978. He has worked as a broadcaster since then, apart from a short break, when he went to the West End in a Mike Harding show called "One Night Stand". He appears at all kinds of functions as chairman, master of ceremonies, presenting awards and after dinner speaking. Roger will share his anecdotes with you, guaranteeing humour and entertainment for the evening!

### Corporate Tables

Why not take this opportunity to impress your most important clients and colleagues... buy a corporate table for 10 people to entertain your customers? Don't miss this perfect chance to entertain your most important clients and colleagues. For further details on corporate tables please speak to Jodie Willis on 024 7685 1772.

## Benefits of attending this event

- Develop effective leadership techniques to deliver results in your organisation
- Be informed about the latest and future developments in housing in your region and the implications for housing professionals and Boards
- Participate in interactive workshops
- Learn from high profile speakers and leading housing professionals, specialists and practitioners
- Debate the impact of the changes on your area of activity
- Discover and develop best practice
- Inspire and equip you to excel in your role
- An excellent opportunity to network, make new contacts and renew old ones

## Who Should Attend:

This conference is aimed at housing professionals, Board members and tenants who carry out a leadership role or who wish to develop their leadership skills further. It is suitable for those with a keen interest in

housing in the North West region or who are involved in the key areas of policy, strategy, planning and finance, working at all levels. There is much to do to respond to change within the sector and move forward positively to deliver improved neighbourhoods for all, and this takes leadership with a "can do" approach. If you could do with a boost and want to refresh your approach whilst being inspired - this event has been designed for you.

## Programme:

Time	Details
09.00	Registration, refreshments and exhibition viewing
09.30	Chair's Welcome Patricia Grierson, Regional Chair, CIH North West
09:45	Opening Address Steve Benson, CIH President
10.15	The Tenant Leadership Challenge in the Sector Richard Sorensen, Tenant Services Authority, Manchester
11.15	Refreshments and exhibition viewing
11.30	Workshop Sessions:
A1	People First How an organisation can focus on the needs of its people to make a real difference and turn failure to success Julie Fadden, SLH Group
A2	Taking Responsibility How Tenants can lead from the front and encourage and drive their organisations to focus on delivering brilliant services for their customers Cora Carter, TAROE
A3	Managing the Excecution Gap How an organisation can deliver maximum output from its people and achieve world class outcomes by addressing the issues that hold you back David Bell, Standing Ovation
A4	Making a Real Difference Together How you can maximise the contribution that your organisation can make to the neighbourhoods you serve by working in partnership and collaboration to achieve excellence Ken Pye, Common Purpose
12.30	Lunch with massage therapies available provided by SLH Group
13.30	Workshop Sessions (Above sessions repeated)
14.30	Leading the Way Deborah McLaughlin, North Homes and Communities Agency
15.30	Refreshments and exhibition viewing
15.45	Making a Difference Molly Harvey - "The Soul Woman"
16:45	Chair's Closing Remarks
17:00	Networking Opportunity

Ken Pye Common Purpose

\*Programme may be subject to minor changes

## Exhibition & Sponsorship Opportunities

With a wide range of delegates attending this will be an excellent opportunity for your organisation to be represented and to promote your products and services to senior and front line housing staff. Exhibition stands will be located in the refreshment area, giving you high visibility throughout the day. If you are interested in exhibition or sponsorship opportunities at this event please contact our Sponsorship & Exhibition Co-ordinator Jodie Willis on 024 7685 1772 or email [jodie.willis@cih.org](mailto:jodie.willis@cih.org)

[Download exhibition and sponsorship prospectus](#)  (PDF: 279 kb)

## The Venue

De Vere Whites Hotel, Reebok Stadium, Bolton

This year the conference and dinner are being held at the De Vere Whites Hotel at the Reebok Stadium, Bolton. This ultra-modern four star hotel with a difference is fully integrated with Reebok Stadium and is located 500 yards from the M61, junction 6, 16 miles from Manchester City Centre. Facilities include 125 ensuite bedrooms, 8 Conference Rooms and 47 executive Boxes with the largest accommodating up to 1,690 persons for a meeting and 1,000 for a banquet car par. There are 2,750 on-site free parking spaces.

## Prices


Option	Non Member Price	Member Price
a) Day, Dinner and Accommodation	£350 + VAT	£320 + VAT
b) Dinner 17th March and Conference 18th March	£245 + VAT	£215 + VAT
c) Conference only 18th March	£170 + VAT	£140 + VAT
d) Dinner only	£75 + VAT	£75 + VAT

### Delegate Price:

The delegate price includes a comprehensive delegate pack, all refreshments and lunch. You can earn up to 4 hours towards your CIH Continual Professional Development

## To Make a Booking

You can book your place on this conference in one of the following ways:

- Use our [online booking form](#) (Booking Code: 2517050)
- Or [download](#) a booking form  (PDF: 322 kb) and return to

CIH Training & Conferences,  
Octavia House,  
Westwood Way,  
Coventry CV4 8JP

Tel: 024 7685 1772  
Fax: 024 7642 1973  
E-mail: [events@cih.org](mailto:events@cih.org)

## Booking Information

- Please do not send any payment with this booking - you will be invoiced after the event.
- If you cancel a booking more than 20 working days before the event, you will be charged a £70 administration fee per booking. If you cancel within 20 working days you will be charged the full fee.
- If you downgrade your booking from Residential Plus to Residential or Day Delegate or from Residential to Day Delegate within 20 working days of the event you will be charged your original booking fee.
- If, at the time of booking, you do not know the names of delegates, please let us have names no later than two weeks before the event.
- If you are booking two delegates and sending a third delegate for half price, you need to send all three bookings together on the same form to qualify for this offer.
- Please note that the CIH cannot guarantee that delegates' names will be printed on the delegate list and a badge will be produced, if bookings are received within 10 working days of an event.
- Please keep a printout of this form for your records, if possible.
- This booking is subject to the usual CIH Terms & Conditions.

## Limitation of Liability

The Chartered Institute of Housing (CIH) accepts responsibility for accident, injury or loss suffered whilst attending one of our events *only* if it is directly due to negligence on our part. Delegates are responsible for taking care of their own property. CIH accepts no responsibility for any loss incurred whilst using material or information gained at one of our events.

## Cancellation of Events

CIH may have to cancel an event. In this case we will return any payments received in advance. We will not refund any other costs you may incur as a result of this cancellation.

## Copyright

The copyright of all conference material rests with the CIH or with the speaker.

## Data Protection Act 1998

When you make a booking your contact details will be stored on our database. We will use this data for the purposes of processing your booking and to contact you in the future with information about other CIH events and products that may be of interest to you. If you would prefer not to be informed of CIH products you can opt out when you make your booking.

