

Conference Chair - Bill Gill FIIA MIIA



Bill Gill, Director of BG Audit & Consultancy Services will be the Conference Chair, a role he has filled on numerous occasions before.

Bill set up his own company in 2003 specifically to serve the interests of the voluntary sector, bringing with him over 15 years experience of working with housing associations and other voluntary organisations.

Bill has been heavily involved with the development of internal audit in the sector through his roles with the HAIAF, IIA-UK and Ireland and NHF, including writing and editing a number of internal audit publications.

He is a well known speaker at audit and housing conferences. He spent 8 years on the HAIAF Executive and was an IIA-UK and Ireland Council Director for 4 years.

He now has the privilege of seeing life from the other side of the table whilst being Acting Chair of the Audit, Standards and Equalities Committee of Salix Homes.

Winning friends by remembering names - Helen MacKinlay, MacKinlay Minds

Have you ever wished you had a better memory for names? Being able to remember names is a valuable asset both in business and socially. It helps you create instant rapport and build relationships fast. Not to mention the joy of banishing that sinking feeling as you realise you have forgotten a person's name, moments after being told it or recognising a face walking towards you but no idea of their name. So join us in this session to gain easy to use, practical tools that you can apply immediately, to gain confidence and improve your short-term and long-term memory of names.

Creativity for Performance



Creativity, Innovation and Implementation are the cornerstones of development in leading organisations. In this session you will learn the importance of applying creative thinking to strategic objectives and personal goals. This session will enable you to develop your creativity, by learning how to introduce creative thinking into your work, yes even internal auditing. Learn how to put the FUN into FUNctional. You'll gain practical techniques that can be instantly applied.

Helen MacKinlay is passionate about bringing learning to life. She has created thinking environments for corporate and non-profit sectors, lectured on professional qualifications and developed life-changing programmes for disadvantaged groups. She is a highly skilled, experienced and qualified specialist in learning and development. With qualifications including Masters in HRM, NLP Practitioner and Diploma in Performance Coaching, combined with her powerful use of the very best in brain-friendly approaches, she has a strong theoretical and practical background to create real action. With over a decade of experience in providing innovative and flexible programmes, whether delivering accredited programmes, bespoke workshops or 1:1 coaching, Helen creates environments and opportunities that challenge and inspire minds to act with courage and vision.

How to Develop Your Problem Solving Skills – Curly Uppington, The Confident Club

"It's all in the mind"....how many times have you heard that?

Well it's true! Scientists estimate that we only use between 1% and 10% of our brain power. So come along to this session and learn a method to help you to access the remaining 90% to 99%.

Develop your problem solving skills and creativity and as a bonus learn how to re-energise yourself.

A great asset in our busy lives!



Curly qualified as a Chartered Accountant in 1981 and from 1988 to 2000 was a partner in a Leeds based practice.

She has received training as a business coach and is a master practitioner of NLP and hypnotherapy.

Curly now runs two businesses, Focus and Results and The Confident Club.

She has worked with clients from Asda, BNFL, Link, Nestle, ICAEW, The Law Society and many more!

A Customer's View of Internal Audit - Penny Bennett – Chair of Hanover Group Audit Committee and Bruce Moore – Hanover Group Chief Executive

What the Chair of the Audit Committee and Chief Executive want from Internal Audit – Points of Consensus and Divergence about how Internal Audit should operate.

Penny has a degree in Psychology, MBA, is a solicitor and is a Commissioner of the NHS Appointments Commission.



Bruce is a solicitor and MBA. Bruce was previously Chief Executive of Wolverhampton Homes and Deputy Chief Executive of Anchor Trust where he has been responsible for external internal audit services and has been the chair of the Audit Committees for 2 other housing associations.

How to Handle Rather Than Strangle the People You Audit – Paul McGee, The Sumo Guy

In this entertaining and thought provoking presentation, Paul will draw upon ideas and insights from his latest book 'SUMO Your Relationships', in order to help you build successful, winning relationships with both clients and colleagues.

Paul will give some practical insights in how to deal with some of the SUMO type characters we come across in life, including 'The Awfuliser, The Whinger, The Hijacker and The Happy'.



Paul is an international speaker, best selling author and proud creator of the brand SUMO Shut Up, Move On. Building on his background in psychology and experience of working in 25 countries to date, Paul brings fresh perspective to common sense.

His Mancunian style of motivation is both practical and entertaining, as he addresses issues around dealing with change, handling pressure, motivating staff and delighting customers.

His clients include BBC Television, HSBC Bank and Shell. His work has received praise from a variety of quarters including World Cup Winning Coach, Sir Clive Woodward and the former head of the CBI, Sir Digby Jones.

Paul's goal is simple. He wants to help people achieve better results in life and have more fun in the process as he seeks to deliver a memorable, motivational, moving on experience.

Emotional negotiation – The REAL meaning of WIN-WIN' - Philip Hesketh

Everyone wants 'value'. The word 'cheap' doesn't mean 'value' does it? So what is 'Value'? Value is quality divided by price. And by quality what we really mean is *perceived* quality. People don't want cheap brands but they do want brands cheap.

So how do you build value for you and your offer? How do you build value for YOU?

And what is negotiation? It isn't a milepost or hurdle; it's built into the whole process. It's critical to build your own value; the persuadee's perception of you and your value proposition right from the start. Companies don't negotiate and appoint companies. In the most part, people meet people. People appoint one company rather than another because they *perceive* the people to be right for them.



And 'WIN-WIN'? Well, a lot of buyers want WIN-LOSE don't they? They don't care about you as long as they win.

In this session, Philip Hesketh, a professional speaker on 'The Psychology of Persuasion' and the author of "Life's A Game So Fix The Odds" addresses our mind set and causes us to rethink the whole concept of WIN-WIN.

Philip is a Psychology graduate from Newcastle University and a Sales graduate from Procter & Gamble. In 1986 he was the creator, New Business Director and Managing Partner of an advertising agency, Advertising Principles. He sold his interest in the business after 16 consecutive years of growth with the agency

billing £48m and employing 150 people.

Having spent his entire working life studying and practicing influence and persuasion he now speaks on 'The Psychology of Persuasion'. His number one best selling book, 'Life's A Game So Fix The Odds' has been described as 'The definitive guide to persuasion and influence.'

Audit Committees and Auditors – Comfortable or Constructive Relationship? - Roger Lustig, Lustig & Co

One of the main roles of the Audit Committee is to review and monitor the effectiveness of the organisation's internal control system. It relies on the internal and external auditors to provide independent assessments of the control system.

The workshop will consider how the audit committee can establish effective working arrangements with auditors. The main elements will cover:

- ▶ Establishing a brief for the auditor's work
- ▶ Obtaining audit assurance: scope, coverage and quality
- ▶ Using compliance audits to provide added value
- ▶ Defining auditor's annual reports that contribute to controls assurance
- ▶ Committee support for auditors.

Roger Lustig will draw on his experience providing the internal audit service for a range of housing associations. He has assisted boards and management by examining the effectiveness of the risk management processes that are central to the achievement of business objectives and to the success of an organisation.



Roger established Lustig and Co in 2003 as an accountancy firm specialising in business system reviews, investigations and financial and management advice.

He has over 25 years experience as a chartered accountant working with organisations ranging from small businesses to large quoted companies and not for profit organisations. He has particular experience in the social housing, property, media and charity sectors. He has written publications on risk management and performance indicators.

Roger is a member of the Academy of Experts, an expert witness organisation. He has prepared expert accountants' reports on matters such as fraud, business valuations, professional negligence and commercial disputes.

Developing an effective audit team – Shirley Jeeban, Carillion plc

Shirley's workshop will explore the particular challenges faced by small audit teams such as:

- ▶ How can we access all the skills required by auditors today?
- ▶ How can we achieve sufficient business coverage?
- ▶ How can we keep things fresh?
- ▶ How can we demonstrate value?
- ▶ How can we provide training, development and a career path for our staff?; and
- ▶ How do we manage the expectations of our key stakeholders?"

Shirley has been Head of Internal Audit at Carillion plc since March 2002. During this time, she has overseen the transformation of the Internal Audit team from “a team of policemen existing only to tick the Turnbull box!!” to a valued source of assurance for the Audit Committee and Directors of the business. Shirley started life with Carillion as a member of a small internal audit team of four and today leads a team of 12 auditors meeting the challenge of providing assurance across a diverse £4billion turnover business with over 40,000 employees worldwide.

Internal audit – An aid to service improvement or a hindrance? – Sarah-Jane Brown, Irwell Valley Housing Association

In a world of continual change and challenge, Housing is awash with audits and checks and balances.

It is surprising then that the role of Internal Audit as a constant check on operational and strategic functions is often neglected.

As Housing Professionals and Internal Auditors, how can we ensure this is not the case?

The session looks at how IVHA in particular have harnessed the Internal Audit function to steer and inform service improvement as part of its preparation for Audit Commission inspection.

And begs the question ‘How can you help’?!



Sarah-Jane has worked in social housing for over a decade, with councils, housing associations, ALMO's and as an independent consultant. Starting out as a humble rent collector in Hampshire, she is currently working with Irwell Valley Housing Association as Assistant Director Service Excellence.

Her current role involves corporate work such as Project Planning and Management; Award Submissions and Preparation for Assessment and Inspection; Best Value, Value for Money, Service Planning and Improvement; Governance and Regulation Compliance; Knowledge Management; and Performance.

Housing best practice – What can internal audit learn? - Roger Jarman, Audit Commission



Roger will be looking at what the Audit Commission has learnt about best practice in the years since housing inspections started in 2000. He will consider the value that KLOEs (Key Lines of Enquiry) can bring to organisations seeking to improve their performance. He will also evaluate the developments in self assessment in the recent past. Finally he will assess the Cave Review's support of co-regulation and will look at how this can be developed in the housing association sector'

Roger is the Head of Housing Strategy and Resources for the Audit Commission's Housing Inspectorate. Roger has worked as an academic as well as in local government. He has also worked for a range of central agencies in housing including the Housing Corporation where he spent eight years in a variety of roles. Roger moved to the Audit Commission in 1999 and took up his current post in May 2004. He has recently returned to the Commission after a secondment to Communities and Local Government to work on the Cave Review of social housing regulation.

Head of Audit – Have you got what it takes? – Andrea Hunt & Steve Stanbury, Deloitte & Touche

To provide an overview of what makes a good Head of Internal Audit, topics to be explored will be:

- ▶ defining the role and responsibilities of the HIA;
- ▶ identifying the audiences;
- ▶ discussing skills needed;
- ▶ discussing experience;
- ▶ culture; and
- ▶ how to improve the effectiveness of a HIA



Andrea is a fellow member of the Association of Chartered Certified Accountants (FCCA) and has recently joined Deloitte Public Sector Internal Audit Group (PSIA) as a General Manager. Andrea has transferred from Deloitte & Touche LLP where she was the firm's Head of Internal Audit for over six years. In this role, Andrea created and developed the internal audit function and led a number of high profile audits and investigations reporting to the firm's senior partner group. Through her experience of working within the firm's Practice Protection Group, Andrea has a specific interest in risk management and quality of client service deliverables. She is also in the process of leading a project on culture and behaviour within PSIA.

Prior to her time with Deloitte, Andrea has led a number of internal audit functions within the public sector, particularly within the Housing Sector and she was also a Deputy Director of Finance for an NHS Trust for a number of years.

Steve is a senior audit manager within Deloitte & Touche Public Sector Internal Audit (PSIA) Limited; Steve is responsible for managing outsourced internal audit functions across the Public Sector, specialising in the HE and Housing sectors. Other areas of responsibility include facilitating risk self assessment workshops and presenting on risk based issues to Audit Committees.

Within Steve's RSL client base, Steve is the lead manager responsible for a number of our RSL clients, including Affinity Sutton, North Somerset Housing, Raven Housing Trust and the National Housing Federation. His role includes establishing the audit plans for the year, presenting annual Internal Audit Strategies and assurance frameworks to Audit Committees, meeting senior management regarding the audit service, managing the quality of the audit team on a day-to-day basis, ensuring the delivery of annual audit plans, preparing assignment and annual reports, and presenting to the Audit Committees. Steve is currently on secondment at a large London based university as the Interim Head of Internal Audit.

Do you really know who you are dealing with? Fraud, corruption and money laundering threats to the social housing sector – Liesel Annible, Grant Thornton



Many criminals see right to buy as a cheap means of obtaining property. How much do you really know about tenants, those operating their right to buy and the sources of their funding? This workshop will use real life case studies to illustrate how social housing organisations have been targeted, how their activities leave your staff vulnerable to prosecution and the measures you can take to stop them.

Liesel is a director in the Forensic and Investigation Services Department of Grant Thornton LLP and has specialised in financial investigations for over thirteen years.

She is a regularly instructed by the police to provide expert evidence for the prosecution in complex and serious crime cases including money laundering, drugs trafficking, fraud, theft and confiscation issues. She is also frequently instructed as expert for the defence and has given evidence in Court on a significant number of occasions. Liesel also has considerable experience in dealing with the investigation of financial irregularities on behalf of corporate, public sector and charitable bodies where she has also been involved in developing strategies for the seizure and recovery of illegally acquired assets and funds.

Liesel's experience in working on cases leading to the development of the recent proceeds of crime legislation has led to her developing systems to enable numerous public and private sector organisations to comply with the new proceeds of crime regime including the provision of tailored training programs.

Is your audit committee a success or a failure? – Lee Cartwright, Mazars

This workshop is designed for audit committee members and aims to provide practical guidance on:

- ▶ Understanding what is expected of you as an audit committee members;
- ▶ How you can assess whether you are successful in delivering your responsibilities as an audit committee member, both as an individual member and as a committee as a whole;
- ▶ What are the common problems with the operation of audit committees, providing some practical examples on where we have seen things so wrong, and how to avoid those pitfalls;
- ▶ Provide some 'top tips' for improving the effectiveness of your audit committee from the mountain of guidance which is available.



Lee Cartwright is Audit Director at Mazars and has specialised in the social housing sector since joining the firm in 1995. Based in our Birmingham office and supported by housing sector teams in Bristol, London and Manchester, Lee leads Mazars' internal audit, risk management and controls assurance services to RSL and ALMO clients across England and Wales. He is also involved in due diligence work within the sector. Lee is actively involved in providing training to board members and management teams on subjects including risk management, governance, efficiency and value for money.