

# The Ageing Communities Excellence Network

| ACEnet

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## Pursuing excellence in older people's housing services

Mapping out the service.

### Monthly

- Email updates
- Briefing papers.

### Quarterly

- Audit Commission positive practice updates.

### Annually

- Benchmarking survey
- Older people's housing services conference
- Sheltered housing toolkit updated
- Extra care housing toolkit updated
- Regional best practice workshops.

## Ensuring older people's housing services are fit for the future

ACEnet (the Ageing Communities Excellence Network) is an HQN specialist network developed to support providers of older people's housing to deliver improved services.

ACEnet is a resource aimed at anyone working in the older person's supported housing field, from practitioners to strategists, who want to improve service delivery and customer outcomes.

The network offers a useful resource to local authorities, ALMOs and housing associations. It aims to help providers to identify innovation in the sector and measure and evaluate performance through benchmarking. Support is provided through regular good practice information, current and topical briefing papers, workshops, seminars, surveys and access to email networking information.

With a team of experienced associates and practitioners, ACEnet will give you access to current knowledge and best practice in relation to older people's supported housing services.

ACEnet is provided by HQN, a leading provider of information, training and consultancy for housing organisations and their partners, offering high quality services at outstanding value – visit [www.hqnetwork.co.uk](http://www.hqnetwork.co.uk) for further information on our services.

If you need this information in an alternative format (for example, large print) please contact [acenet@hqnetwork.co.uk](mailto:acenet@hqnetwork.co.uk)

# Why ACEnet?

## What do we provide for members?

- Monthly email updates capturing all the knowledge ideas and changes in older people's housing services and provision
- Bespoke briefings covering key issues, commissioned from experts in the field and available only to ACEnet members
- Annual benchmarking data and best practice members surveys, covering important service areas
- Access to ACEnet's sheltered housing toolkit
- Access to ACEnet's extra care toolkit
- Positive practice papers detailing Audit Commission findings
- Question and answer briefings on key issues identified by members. What matters to you – you ask the questions: we provide the answers, through members and experts in this field
- Rapid response email support and networking service. You can find out what others are doing, respond to queries, share problems and ideas
- Opportunities to attend low-cost best practice workshops at regional venues
- Access to discounted places at ACEnet's annual older people's housing services conference and other HQN events relating to older people's housing.

## Why you should be a member of ACEnet

ACEnet is always evolving to ensure it delivers what members want and need. Surveys and regular contact with members ensure that this network remains topical and is an invaluable tool to all member practitioners.

We respond promptly to changes in the policy environment, producing clear updates and briefings. This saves you time and ensures that you can respond quickly to regulation and legislation changes that affect the service.

We also work closely with our members to collect appropriate and useful benchmarking data and are facilitating localised group practice and benchmarking groups, allowing members to share and debate issues first hand.

**In brief, to support you to deliver your service and outcomes to tenants, we will:**

- Provide you with robust information and advice
- Benchmark things that matter to the sector
- Issue regular briefing papers on changes to regulations or other topical issues which will keep you up to date
- Provide policy support through translating requirements into practical briefing information and steps to support delivery
- Give you access to knowledge and skills of the HQN team
- Put you in touch with colleagues to support innovation and good practice.

## What else can we offer you?

**Access to discounted consultancy services, which can be tailored to meet your requirements, for example:**

- Option appraisals
- Strategic approach to older people's supported housing
- Links to the TSA standards
- Development of self-assessments
- Service reviews and development of new models of provision
- Help with service charge issues
- Development of older people's strategy
- Training for staff.

## Our team

**Our team of skilled professionals provides ACEnet members with a range of support:**

**Elaine Upton** is an HQN Associate and the ACEnet manager. Elaine has worked in a variety of roles within supported housing services and in particular older people's services, with responsibilities for Supporting People, and strategic housing services, developing specialist housing, support services and remodelling of schemes. Working as a housing inspector, she regularly inspected Supporting People programmes and supported housing services, focusing on good practice in this area.

**Lesley Healey**, HQN Associate, was an assistant director of social services with responsibilities including corporate lead for shared priorities for older people and Supporting People. She was previously a group manager with responsibilities including Supporting People and for commissioning care, support and housing services. She also managed and developed specialist housing, support services and adaptations.

**Robin Tebbutt**, HQN Executive Director (Finance) is a former ALMO finance director who has worked extensively with local

authorities, housing associations and ALMOs in undertaking stock options studies and efficiency reviews. He has also provided advice on the implications of Supporting People.

**Tony Huff** is our Lead Finance Associate. He is a former head of finance for housing and adult care services. He was involved in the initial introduction of Supporting People at Leeds City Council, providing financial support to the commissioning body as well as direct financial support to adult care services in another role. Tony has also worked extensively with local authorities, housing associations and ALMOs in undertaking stock options studies and efficiency reviews.

**Lydia Dlaboha**, HQN Executive Director (Performance Improvement) leads our service improvement consultancy work. She has led a number of sheltered housing stock options studies and numerous reviews of older people's housing services.

Our Networks team administers the service, processing all subscription enquiries and handling all day-to-day contact with members.

## Membership fees

Details of the ACEnet membership fees for 12 months' subscription can be found in the enclosed joining form. Discounts are available for organisations that are already

members of other HQN networks. If you would like further details please email: [acenet@hqnetwork.co.uk](mailto:acenet@hqnetwork.co.uk) or call us on **0845 4747 004**.

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## JOIN NOW!

ACEnet – everything you need to achieve excellence in older people’s housing services.

Name	
Job title	
Organisation	
Address	
	Postcode
Telephone no.	
Email address	

How did you hear about the network?
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ACEnet membership – 12 months’ subscription is £820 plus VAT at the applicable rate and I understand that I will be invoiced for this amount upon receipt of my joining form.

Signature
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ACEnet is one of a range of specialist networks run by HQN, a leading provider of consultancy and training, designed to help you to achieve real and lasting improvements in your services.

Discounts may be available for organisations that are already members of other HQN specialist networks. If you would like further details, please email [acenet@hqnetwork.co.uk](mailto:acenet@hqnetwork.co.uk) or call us on **0845 4747 004**.

Please return to: HQN Limited, Rockingham House, St Maurice’s Road, York YO31 7JA

Please note that network membership is for individual organisations (or groups) and the staff employed by those organisations (or groups). Tenants and board members/councillors linked to the organisation/group that holds network membership can also access all member benefits, including the website password and published briefings. Members must not share any member benefits with other organisations who are not network members, as this devalues the benefits of membership for paying members. This includes sharing the password and the forwarding of emails, briefing papers or other documents to non-member organisations. HQN reserves the right to terminate network membership in cases of a breach of this code. We are, of course, happy for members to refer to network publications at meetings, etc. If further clarification is required, please contact [hqn@hqnetwork.co.uk](mailto:hqn@hqnetwork.co.uk) and your enquiry will be forwarded to the relevant network manager.

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