

Grŵp  
Cartrefi  
Cymunedol  
Cymru



Community  
Housing  
Cymru  
Group

# Community Housing Cymru

---

## One Big Housing Conference 2014

9th & 10th October 2014

# ONE BIG HOUSING CONFERENCE

#CHHOUSING14

COMMUNITY HOUSING CYMRU GROUP

'RETHINKING HOUSING - NEW IDEAS FOR DEVELOPING, DESIGNING, CONSTRUCTING AND FUNDING SUSTAINABLE HOUSING'

JONATHAN HINES  
ARCHITYPE & ARCHHAUS



OUR TARGETS...

- PASSIVHAUS
- QUALITY
- AFFORDABILITY



STRATEGY!

- RE-THINK THE HOUSE DESIGN
- RE-THINK THE SITE DES
- RE-THINK THE PROCESS OF CONSTRUCTION

PROJECTS RANGE FROM £150K TO £20MILLION+



ARCHITYPE

PIONEERING SUSTAINABLE DESIGN FOR

30 YEARS

SAVE MONEY

DESIGNS USE LESS ENERGY + RECYCLE

LIGHT, AIRY, HEALTHY SCHOOLS

WORK ACROSS MANY SECTORS: EDUCATION, HOUSING, COMMERCIAL, HEALTH

"PASSIVHAUS"

LIFE ENHANCING DESIGN

PEDESTRIANISED HOUSING PLACES

INTERESTING APPROACH TO HOUSING DIVISIONS

SHARED OPEN SPACES IN HOUSING DESIGN



ORGANISED POSITION OF HOUSES

LOTS OF ENERGY SAVING TECHNIQUES

- SUNLIGHT
- LANE SIZES
- DRAINAGE

SOUTH FACING

ARCHHAUS HEREFORD HOUSING SITE PROJECT!

POSITIVE

SUPPORT

COMMUNITY CONSULTATION

GOT IDEAS

WHAT DID THE VILLAGE WANT?

ADDRESSED ANM CONCERNS



LOTS OF OPEN GREEN SPACES



NATURAL PLAY

DESIGN REFLECTS THE RURAL LANDSCAPE OF HEREFORD

KEEPING HOUSE DESIGN SIMPLE

UNFUSSY, BUT SPACIOUS

PASSIVHAUS SYSTEMS AREN'T COMPLICATED!



# ONE BIG HOUSING CONFERENCE

#CHHOUSING14

COMMUNITY HOUSING CYMRU GROUP

## SUNDAY ASSEMBLY

SANDERSON JONES



WELCOME TO SUNDAY ASSEMBLY!!  
ON FRIDAAAAY!!

LIVE BETTER

HELP OFTEN

WONDER MORE

A JOYFUL CONGREGATION THAT CELEBRATES LIFE

SUNDAY ASSEMBLY HAS BECOME A GLOBAL MOVEMENT IN JUST 2 YEARS!

CEREMONY OF THE HOLY UNDERPANTS

SOME RESISTANCE... "ATHEIST CHURCH"

YOU ARE MORE READY THAN YOU THINK YOU ARE

A CONGREGATION PROVIDES...

- SUPPORT
- ★ HELP WITH MENTAL HEALTH ISSUES - IMPROVES IT
- EASIER TO FIND JOBS
- △ MEET HAPPY, LIKE MINDED PEOPLE
- \* GREAT SENSE OF COMMUNITY

ALSO HAVE...

- ★ SUPPORT GROUPS
- ★ VOLUNTEERS
- ★ PANTRY + FOODBANK
- ★ "SMOUPS" (SMALL GROUPS)

### MOMENT OF REFLECTION



WHAT HAVE YOU HEARD THE PAST 2 DAYS?

HOW CAN IT BE PUT INTO ACTION?

THERE ARE **60+** SUNDAY ASSEMBLY ORGANISATIONS!

THERE ARE 3 SUNDAY ASSEMBLIES IN OHIO?!

STARTING SOMETHING UP NEEDS ... **COMMITMENT**



© SCARLET DESIGN 2014. WWW.FRANOHARA.COM

# ONE BIG HOUSING CONFERENCE

COMMUNITY HOUSING CYMRU GROUP



CREATE A HUMAN CHAIN

WE HAVE CREATED A WARM ATMOSPHERE AT THE CONFERENCE!

SHARING INSIDE KNOWLEDGE

## ACHIEVEMENT THINKING

JOHN HOTOWKA



BUSINESS IS ALL ABOUT CONNECTIONS

TO ACHIEVE A GOAL...

- 1 DEVELOPING AN AWARENESS
- 2 ASK FOR HELP
- 3 FOCUS
- 4 COLLABORATION

PRIVATE VICTORY BEFORE PUBLIC VICTORY



HAVE TO CONGRATULATE OURSELVES ON THE WORK WE DO!

WE DEAL WITH CHANGE ALL THE TIME!

19TH JUNE 1989: CHANGED FROM AN OPTICIAN TO A MAGICIAN

## SELF BELIEF

WE HAVE BELIEFS FROM A VERY EARLY AGE. WE ALSO HAVE "UNHELPFUL BELIEFS"...

I NEED HELP!

OUT OF 100 PRESENTATIONS...

97 GOOD... 3 NOT SO GOOD

I FOCUS ON THE 3 WORSE ONES - CRISIS OF CONFIDENCE =

- DON'T LET PRIDE STOP YOU ASKING FOR HELP...
- YOU SHOW STRENGTH & WISDOM BY DOING SO.
- WHO CAN YOU ASK FOR HELP?

STOP! 2-5 MINS A FEW TIMES A DAY...

Focus

LISTEN IN THE SILENCE: IS WHAT YOU'RE DOING POSITIVE? OR TAKING AWAY FROM WHAT YOU SHOULD BE DOING?



KEY TO CONTINUED SUCCESS IS...

GIVING AND RECEIVING

FEAR OF FAILURE

FEAR OF REJECTION

SOLUTION...

# JUST DO IT!

ONE BIG HOUSING CONFERENCE  
COMMUNITY HOUSING CYMRU GROUP

#CHC HOUSING 14

SOCIAL CHANGE & INNOVATION

ESTHER FOREMAN  
THE SOCIAL CHANGE AGENCY



DANI BECK  
THE SOCIAL CHANGE AGENCY



SOCIAL CHANGE...  
TAKES A LONG TIME

IT IS ABOUT...  
**INNOVATION**

COMPLEX & COMPLICATED

INVOLVES LOTS OF PEOPLE

WELSH HOUSING SURVEY  
**94.5%** OF HOUSING ORGANISATIONS IN WALES HAVE AN INNOVATION PROCESS & HAVE INVOLVED RESIDENTS AT LEAST ONCE

YES, AND...

A *Loe* B



WHAT IS SOCIAL CHANGE?

PROJECT WITH I.T. GRADUATES  
→ JOBS  
→ HELPING ELDERLY WITH TECH

HELPING REFUGEES FIND JOBS

INNOVATIVE WORKING!!



IDEAS & TESTING



LAUNCH

ASK YOURSELF -  
**5 WHYS...**

WHAT IS THE REAL PROBLEM YOU ARE TRYING TO TACKLE?



THINK OF A PROBLEM...  
TRY TO GENERATE 30-40 SOLUTIONS IN ONE MINUTE!



© SCARLET DESIGN 2014. WWW.FRANOHARA.COM

# ONE BIG HOUSING CONFERENCE

COMMUNITY HOUSING CYMRU GROUP

#CHHOUSING14

MERRON SIMPSON  
FRONTLINE FUTURES TEAM

## FRONTLINE & LEADERSHIP FUTURES?

KEITH EDWARDS  
CIT CYMRU

SURVEYS  
WEBINARS  
RESEARCH FINDINGS:  
ENQUIRIES  
REPORT  
GREAT NUMBER OF RESPONSES

IT'S ABOUT MAKING THE PROCESS FIT AROUND THE INDIVIDUALS...

CHANGING ROLE OF FRONTLINE STAFF

### 1 A CHANGING WORLD



FINDINGS

- NATURE OF FRONTLINE ROLES IS CHANGING
- MORE COMPLEX CUSTOMER NEEDS
- FRONTLINE WORKERS EXPECTED TO BE ABLE TO DO MORE

- GOVERNMENT & GOVERNANCE
- NOT ENOUGH AFFORDABLE HOMES
- QUALITY
- NOT ENOUGH MONEY
- TENANTS UNDER PRESSURE
- HOUSING ASSOCIATIONS UNDER PRESSURE

HOW WE DO THE CORE FUNCTIONS IS CHANGING

BEING COMMERCIAL MINDED & ABLE TO MANAGE CHANGE MOST IMPORTANT IN THE FINDINGS

### 2 WALES IS DIFFERENT!

- ONE HOUSING SYSTEM
- PARTNERSHIP WORKING
- EQUALITY & SOCIAL JUSTICE
- HOUSING = GOVMT PRIORITY
- 'SOCIAL' HOUSING A GOOD THING
- HOUSING LED REGENERATION - i2i EXPERIENCE
- THE CHANGING FACE OF HOUSING

NEED TO HAVE A SOCIAL HEART & COMMERCIAL HEAD

NEED A DIFFERENT RELATIONSHIP WITH RESIDENTS + CUSTOMERS

SEE PROBLEMS + STOP THEM HAPPENING...

### 3 FUTURE CHALLENGES

- DOING MORE THAN MORE, WITH LESS THAN LESS
- EQUALITY & DIVERSITY
- FIGHTING BACK
- THE AUTONOMOUS HOUSING PROFESSIONAL
- ARE YOU A REVOLUTIONARY?

I.T. IS CHANGING THINGS FOR THE BETTER - BUT HIGHLIGHTS THE



CHANGES?

MANAGEMENT OF FRONTLINE ROLES

# ONE BIG HOUSING CONFERENCE

#CHHOUSING14

COMMUNITY HOUSING CYMRU GROUP



CUSTOMER EXCELLENCE FOR THE SUCCESSFUL SPEAKER

REBECCA JONES  
THE RED SHOE  
BIZ WOMAN



HAD A PRINTING NIGHTMARE YESTERDAY



SCOTT WAS HER CUSTOMER SERVICE CHAMPION!!



ENTERPRISING PEOPLE...



WHAT MAKES A BUSINESS?



"CUSTOMER SERVICE PROMISES... ALL THE SAME & SOME TO BE EXPECTED"



PEOPLE

ARE THE MOST IMPORTANT PART OF A SUCCESSFUL BUSINESS



VISION

BRAND

WE ONLY SHARE THE REALLY GOOD OR REALLY BAD EXPERIENCES



BRAND MEETINGS CAN HAPPEN ANYWHERE



HOW PEOPLE SEE YOUR COMPANY/BUSINESS

UNHAPPY CUSTOMERS?

WILL TELL 9-15 OTHER PEOPLE ABOUT THIS!

NOT JUST ABOUT MONEY



HAPPYER STAFF

BEING MORE ENTREPRENEURIAL!

WE WANT PEOPLE WITH AN ENTREPRENEURIAL MINDSET

NOT ENTREPRENEURS

WHAT IS AN ENTERPRISING APPROACH?

SELF-MOTIVATION

TRUST IN YOUR OWN ABILITY

UNDERSTAND ALLEEMENTS OF THE BUSINESS

FEELING EMPOWERED

BEING FLEXIBLE

SHARE LEARNING TO CONTINUE DEVELOPMENT

YOU CAN HAVE AN ENTREPRENEURIAL SPIRIT IN THE WORKPLACE - IF THE CULTURE ENABLES IT TO SUCCEED!!

# ONE BIG HOUSING CONFERENCE

#CHCHOUSING14

COMMUNITY HOUSING CYMRU GROUP

## WORKSHOP 1 CO-PRODUCTION

WE COULD USE OURSELVES BETTER - THE 1 RESOURCE THAT IS UNDER USED - OUR OTHER SKILLS/TALENTS

NOREEN BLANLUET  
CO-PRO WALES

TURN THE TELESCOPE AROUND!

WHAT'S A GOOD LIFE?

WHAT STRENGTHS CAN YOU BRING?

- WHAT ARE YOU GOOD AT - OUTSIDE OF WORK?
- GROWING VEGGIES
  - EATING CAKE
  - PANCAKES
  - SINGING
  - ORGANISING OTHERS ROUTINES
  - ROCK CLIMBING
  - DRAWING
  - SPAG BOL
  - DOG TRAINING
  - FIXING THINGS
  - TRIPS
  - FOOTBALL
  - FOOD SHOPPING
  - QUIZZES

IT TRANSFORMS PEOPLES LIVES

## GO-PRODUCTION!

### 5 PRINCIPLES...

- VALUE PARTICIPANTS
- BUILD ON THEIR STRENGTHS
- DEVELOP PEER-SUPPORT NETWORKS
- EQUALITY AND RECIPROCITY
- FACILITATION NOT DELIVERY

HOW CAN WE SUPPORT TO ACHIEVE YOUR GOALS?

POLICY + LEGISLATION IS CHANGING SLOWLY + INCLUDING CO-PRO!

COMPANIES NEED TO SEE WHAT'S IN IT FOR THEM.

WHEN WE HAVE MORE MEASURED DATA WE CAN CONVINCE MORE PEOPLE = EVIDENCE.

### TIME CREDITS:

1 HOUR OF VOLUNTEERING = 1 TIME CREDIT TO SPEND ON EXPERIENCES

CO-PRO: IT WORKS WHEN PEOPLE GET IT. "PENNY DROP" MOMENT!

ALL OF US TOGETHER! MAKING THE MOST OF "WHAT WE HAVE"

## WORKSHOP 2 HOW TO HAVE A DIFFICULT CONVERSATION

JO LORD  
LEARNING TO INSPIRE

### DIFFICULT CONVERSATIONS

- LIMITING BELIEF?
- WHAT ARE THE COSTS/GAINS OF NOT HAVING/HAVING THE CONVERSATION?
- WHAT ARE YOU GETTING FROM NOT HAVING IT?
- WHAT IS THE THOUGHT THAT STOPS YOU HAVING IT?

NEGATIVE REACTION - EMOTIONAL OR DISAGREEING

IMAGINATION: SCENARIOS OF RESPONSES

WHAT DO YOU IMAGINE THE OUTCOMES FROM A DIFFICULT CONVERSATION WOULD BE?

EFFECT ON THE REST OF THE TEAM

NEGATIVE EFFECT ON OURSELVES

### PERCEPTUAL POSITIONS

1st POSITION (YOURSELF)

2nd POSITION (STEP INTO SHOES OF ANOTHER)

3rd POSITION (FLY ON THE WALL)

THINK THINGS THROUGH, AND GETTING A DIFFERENT PERSPECTIVE IS REASSURING