

**Community  
Housing  
Cymru  
Events**



# **One Big Housing Conference 2018**

**Metropole Hotel, Llandrindod Wells**  
*11/12<sup>th</sup> October 2018*



Welcome to CHC's One Big Housing Conference 2018. This is the event of the year for many social housing professionals as it provides an opportunity for networking with peers across a range of disciplines who are dealing with the same issues and opportunities as you! This is in addition to two content rich days on topics and sessions shaped around on your feedback.

Our first session sets the scene for the conference's theme of 'growth and diversification with a social purpose' and is followed by speakers and workshops which will provide relevant insight on subjects including the rollout of Universal Credit from DWP. We'll also launch our latest research on the impact on Welsh housing associations, preparing for new programmes and legislation such as Renting Homes, and learning from those spearheading products including Rent to Own and Shared Ownership.

The result of CHC's Capturing Creativity Award will be announced at the conference and, as in previous years, we are hosting a dedicated Development Zone on Day 1. The Exhibition will also provide plenty of opportunities to meet with organisations who can help you with everyday challenges and share their expertise.

We look forward to welcoming you over the two days for what promises to be an exciting and thought-provoking event.

***Will Atkinson,  
Policy & Programmes Manager***

# One Big Housing Conference 2018

## Metropole Hotel, Llandrindod Wells

11/12<sup>th</sup> October 2018

<b>9.00am</b>	<b>Registration and Refreshments</b>
<b>9.45am</b>	<b>Welcome</b>
	<b>David Spencer Suite</b>
	<i>Will Atkinson, Policy and Programmes Manager, Community Housing Cymru</i> <b>@Willa_CHC</b>
<b>9.55am</b>	<b>Yarlington's "Next Gen"</b>
	<i>Sam Leigh, Executive Director of Service and Transformation, Yarlington Housing Group</i> <b>@samyarlington</b>
	<p>Yarlington Next-Gen is at the forefront of an exciting and ambitious new era for Yarlington.</p> <p>Through delivery of Yarlington Next-Gen strategy the group has delivered a new approach to service its 23,000 customers. The new service operating model is more economic, efficient and effective and focuses on building partnerships with both customers and the communities. It will set a new standard in terms of customer experience and tenant involvement. The efficiencies that have been created will contribute to building more homes and continue to position operational costs amongst the best performing organisations</p>

	in the sector, whilst still maintaining social purpose by developing community led initiatives and enterprise investment
<b>10.40am</b>	<b>Presentation of the Capturing Creativity Award</b>
	<i>John Chown</i>
	<p>Seventeen years ago, Community Housing Cymru set up an Award scheme to recognise housing innovation in memory of a special person - Pat Chown. Pat gave a big part of her life working to meet people's housing needs in Wales.</p> <p>The Award's aim is to recognise innovation and new ways of responding to day-to-day issues.</p> <p>All will be revealed.</p>
<b>10.50</b>	<b>Have your voice heard</b>
	<i>Edwina O'Hart, Assistant Director Communications and Member Services @EdwinaOHart</i>
	As CHC prepare their corporate plan for 2019, Edwina will explain how you can get involved throughout the conference and have your voice heard.
<b>11.00am</b>	<b>Refreshments, Exhibition Viewing and Networking</b>
<b>11.30am</b>	<b>Update on Universal Credit</b>
	<i>Graham Roberts, DWP @DWP</i>
	<b>David Spencer Suite</b>
	Graham will provide an update on the progress of the full UC rollout in Wales as well as developments on the landlord portal and other improvements to the UC system.

	<p><b>From this session delegates will:</b></p> <ul style="list-style-type: none"> <li>• Gain an update on the roll out</li> <li>• Receive a roundup of Policy Changes over the past 12 months and find out the impact of those changes</li> <li>• Have the opportunity to pose questions on UC to Graham.</li> </ul>
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<b>12.15pm</b>	<p><b><u>Workshops</u></b></p> <p><b>Capturing Creativity Award – Hear from the Finalists</b></p>
	<p><i>David Spencer 1 &amp; 2</i></p>
	<p>Following on from the presentation of the 2018 Capturing Creativity Award, we'll hear from each of the shortlisted projects.</p> <p><b>By attending the session delegates will:</b></p> <ul style="list-style-type: none"> <li>• Be inspired by the innovative projects and gain ideas to implement in their organisations.</li> </ul>

<b>12.15pm</b>	<p><b><u>Workshops</u></b></p> <p><b>Rent to Own Update</b></p>
	<p><i>Wedgewood</i></p>
	<p><i>Claire Rees-Harris,, Rent to Own, Project Manager, Welsh Government and Kathryn Edwards, Managing Director of Homes and Communities, Pobl Group</i></p>
	<p><b>@WelshGovernment @poblgroup</b></p>
	<p>Rent to Own - Wales is a Welsh Government scheme to support buying a home for those who do not have sufficient funds for a mortgage deposit.</p> <p>This session will be an overview of how the Welsh Government Rent to Own Scheme is progressing and what opportunities there are for further housing associations to get involved in the programme.</p> <p><b>By attending the session delegates will:</b></p>

	<ul style="list-style-type: none"> <li>• Gain an understanding of how Rent to Own works</li> <li>• Hear about the practical implementation and challenges of a Rent to Own Scheme</li> <li>• Find out what opportunities are available for their organisation.</li> </ul>
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**12.15pm**      **Workshops**  
**Ensuring the Affordability of Social Housing**

	<b><i>Wedgewood Conservatory</i></b>
	<i>Katie Howells and Lorraine Oates, Merthyr Valley Homes</i> <i>@katiehowells__</i>
	<p>With the growing concern about the affordability of social rented housing we will hear how Merthyr Valleys Homes have reviewed their tenant affordability and rent levels.</p> <p><b>From this session delegates will:</b></p> <ul style="list-style-type: none"> <li>• Gain an understanding on why Merthyr Valleys Homes undertook the review</li> <li>• Find out how the review was implemented throughout the organisation</li> <li>• Learn about the impact and the achievements to the organisation and their tenants.</li> </ul>

**12.15pm**      **Workshops**  
**Hafod’s Neighbourhood Coaching Service**

	<b><i>David Spencer 3</i></b>
	<i>Richard McQuillan, Ceri Jones and Bethan Jones, Hafod Housing</i>
	<i>@HafodHousing</i>
	<p>Discover how Hafod is transforming its housing service with the introduction of a Neighbourhood Coaching model. The session will cover the drivers for change including feedback from residents, an intensive housing service pilot, tenant trust and an analysis of our communication with tenants.</p>

	We'll also explain our aims and approach together with our investment in staff training, support and innovation. Finally one of our Coaches will share first-hand their experience of being a coach and the difference we can make for our tenants and communities.
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<b>1.15pm</b>	<b>Lunch, Exhibition Viewing and Networking</b>
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<b>2.15pm</b>	<b>Changing our Approach - what organisations need to know</b>
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	<i>Charlotte Waite, ACEs Hub, Samantha Howells, Charter Housing and Review Together Project and Emma Howells, Trivallis</i> <b>@CharlotWaite @acehubwales @ReviewTogether</b>
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	<b>David Spencer Suite</b>
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	<p>This year, over 1,000 housing association staff members attended training on Psychologically Informed Environments, reflecting a sea change in how support is provided. This presentation aims to inform delegates of the current policy and actions in terms of person-centred support and ACEs.</p> <p>Charlotte Waite will update delegates on the work of the housing arm of the ACEs Hub and outline key developments.</p> <p>Samantha will then discuss the WG-sponsored, PCC/APCC ASB project, which is seeking to help organisations embed this approach and will pay particular attention to the information and guidance that Boards may wish to consider.</p>
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<b>3.00pm</b>	<b><u>Workshops</u></b> <b>Review together</b>
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	<i>David Spencer 1 &amp; 2</i>
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	<i>Samantha Howells, Charter Housing and Review Together Project and Emma Howells, Trivallis</i>
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	<b>@ReviewTogether</b>
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**ASB. It's not the fix, it's the shift.**

The Review Together project is now being piloted. It is a self-assessment tool, supported by training and information and will allow organisations to throw a spotlight on the dimensions, depth and quality of relationships between all parties. It will also offer frameworks to support staff and tenants, alongside a rigorous evaluation of the effectiveness of this approach.

***By attending the session delegates will:***

- Gain a deeper understanding of the pilot project
- Learn how they can better respond to ASB in their communities
- Learn innovative ways to approach ASB within their communities.

**3.00pm**

**Workshops**

**Autism in Social Housing**

*Wedgewood*

*Matt Howells, Business Development Manager for Wales, Donna Sharland MD of Outside Education, Emma Durnam of Autism Tinted Glasses.*

***@outside\_ed***

As a contractor providing planned and reactive maintenance services to the Social Housing sector, Mi-Space has found that they are encountering residents and families who are affected by the condition known as Autism on a more and more regular basis. They partnered with a specialist consultant from Outside so organisations working in occupied homes can adjust their approach and methods to the needs of these people in these households.

**By attending the session delegates will:**

- Consider what constitutes Autism and its associated conditions
- Think about what is meant by the term “on the spectrum”
- Explore what adjustments should be made and considerations given when working in the homes of people with Autism

**3.00pm**

**Using Foundational Economy in Building & Sustaining Communities**



	<i>David Spencer 3</i>
	<i>Ross Williams, Coastal Housing Group</i> <b>@CoastalHousing</b>
	<p>At last year's conference Kevin Morgan spoke about how we should be encouraging an inclusive and strong local economy and how anchor organisations such as Housing Associations can play a role in this. Coastal Housing has been involved in developing a Foundational Economy in Swansea. Hear from Ross, see how it is working and learn about the challenges and achievements to date.</p> <p><b>By attending the session delegates will:</b></p> <ul style="list-style-type: none"> <li>• Gain an understanding of the Foundational Economy and its practical implications</li> <li>• See what lessons have been learnt from the approach</li> <li>• Learn how to implement within their own organisation.</li> </ul>

**3.00pm**

**Workshops**

**Sales & Marketing 101**

	<i>Wedgewood Conservatory</i>
	<i>Amy Nettleton, Assistant Development Director; Sales &amp; Marketing, Aster Group</i>
	<b>@amynettleton1 @TheNHG_UK</b>
	<p>Shared ownership suffers from a lack of brand awareness. Its reach has been constrained by the shackles of traditional branding, in particular poorly understood language and terminology. Together, we have an opportunity to re-define the shared ownership brand – resetting the way it is communicated. It shouldn't be seen as a last resort. Instead, we should position it as a choice – an option that is just as suitable, or perhaps even more suitable for some, than traditional homeownership or private rental.</p> <p>Amy Nettleton is chair of the National Housing Group whose main focus is to promote professional Sales &amp; Marketing in Housing Associations.</p> <p><b>By attending the session delegates will:</b></p>

	<ul style="list-style-type: none"> <li>• Learn how to brand and market Shared Ownership</li> <li>• Develop tools and skills required to deliver successful sales and Marketing new-owner – occupier, rent to own and shared ownership properties</li> <li>• Hear how to present Shared Ownership as a choice to tenants.</li> </ul>
<b>4.00pm</b>	<b>Refreshments, Exhibition Viewing and Networking</b>

<b>4.30pm</b>	<b>Regenerating Communities</b>
	<i>Barbara Castle, Regeneration Consultant</i> <b>@BarbaraCastle9</b>
	David Spencer Suite
	<p>Barbara Castle OBE is a freelance community development and regeneration consultant. Based in South Wales, Barbara works for a variety of clients across all sectors and has 35 years' experience of working with organisations which span from the grassroots to national level. She has been an advisor to the Assembly on community regeneration, is a co-author of Review of Best Practice in Community Regeneration and sits on the editorial board of Welsh Housing Quarterly.</p> <p>Barbara's will ask delegates, What is regeneration? How do we as social housing providers make the best interventions? Do we ask, who is it for? Are we as organisations, spending money in the right places for the right reasons?</p>

<b>5.15pm</b>	<b>End of Day 1</b>
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<b>7.30 pm</b>	<b>Drinks Reception kindly sponsored by Ark Consultancy</b>
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<b>8.00pm</b>	<b>Conference dinner, followed by Entertainment</b>
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## Day 2 - Friday 12<sup>th</sup> October

<b>9.00am</b>	<b>Registration, Exhibition Viewing and Refreshments Powys &amp; Ballroom</b>
<b>9.30am</b>	<b>Are we Truly Engaged?</b>
	<i>David Spencer Suite</i>
	<i>Phil Burton and Liam Elton, Dynamix, Serious Fun</i> <b>@DynamixCoop</b>
	A fun, energetic session to get the creative juices flowing in this session, facilitated by the crew of Dynamix. It will get delegates thinking about the ways in which they engage with their tenants and, crucially, whether they really listen to their tenants.
<b>10.15am</b>	<b>Everything you need to know about the Housing Review</b>
	<i>David Spencer Suite</i>
	<i>Aaron Hill, Assistant Director of Policy &amp; Public Affairs, Community Housing Cymru</i> <b>@AaronCHC</b>
	When CHC launched our Housing Horizons vision in November 2017 we called on the Welsh Government to undertake a review of housing policy in Wales. We were delighted when Housing and Regeneration Minister Rebecca Evans AM confirmed the Independent Review of Affordable Housing Supply in Wales earlier this year, and this session will be an opportunity to hear the latest on the Review, CHC's response and how you can get involved.
<b>10.45am</b>	<b>Refreshments, Exhibition and Networking Powys and Ballroom</b>

11.15 am

**Workshops**

**Rural Housing Cooperatives**

*Usk Room*

*Dave Palmer, Wales Co-op Centre*

***@WalesCoOpCentre***

How organisations, HAs & LAs can use the on-line toolkits and get support from the Wales Co-op Centre, to encourage and meet the demand for co-operative housing across Wales.

***By attending the session delegates will:***

- Understand what Community Led Housing is
- Learn how to support communities interested in cooperative housing
- Gain an understanding of the support available for organisations interested in innovative approaches to cooperative housing

11.15am

**Workshops**

**Renting Homes Act**

*David Spencer 1 & 2*

*Simon White. Welsh Government*

***@WelshGovernment***

The Renting Homes (Wales) Act passed into law in January 2016 and will impact on virtually all existing Welsh tenancies. The Act will affect more than one million people who currently live in rented accommodation in Wales, and the housing professionals who work in the industry. This new legislation aims to make it simpler and easier to rent a home, replacing the various and complex pieces of existing tenancy legislation with one clear legal framework.

Simon will give delegates an update on the expected that implementation of the Act, which will take the form of a 'big bang' roll-out, with current tenancies in Wales automatically converting to the appropriate new contract under the Act

***By attending the session delegates will:***

	<ul style="list-style-type: none"> <li>• Gain an update on the expected “Big Bang” Roll Out</li> <li>• Find out more about Model Occupation Contracts</li> <li>• Hear what support and training will be available to organisations and staff</li> </ul>
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**11.15am      Workshops**  
**A Day in the Life of a Housing Manager**

	<i>Garden Room 2</i>
	<i>Cheryl Tracey, Monmouthshire Housing</i> <i>@Cheryl_Tracy1</i>
	<p>What challenges do Housing Managers face on a day to day basis while trying to balance the needs of the customer with business needs, especially in light of Universal Credit? Cheryl will give delegates a snapshot of her working day.</p> <p><b><i>By attending the session delegates will:</i></b></p> <ul style="list-style-type: none"> <li>• Have an understanding of the integrated approach to Housing Management</li> <li>• Learn how to get the balance between the needs of the customer and the needs of the business</li> <li>• Find out the role of the Housing Manager in today’s organisations and how it has evolved.</li> </ul>

**11.15am      Workshops**  
**The Role that Housing can play in the Future Generations Act**

	<i>Garden Room 1</i>
	<i>Steve Cranston, United Welsh HA</i> <i>@UnitedWelsh @futureagencymru</i>

	<p>Establish back in 2015, the Act is about improving the social, economic, environmental and cultural wellbeing of Wales. The Act will make the public bodies listed in the Act think more about the long term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach.</p> <p>Steve Cranston will outline the role that housing associations can play in delivering the act by collaboration and engagement with communities.</p> <p><b>By attending the session delegates will:</b></p> <ul style="list-style-type: none"> <li>• Have an understanding of the Future Generations Act and progress made so far</li> <li>• Know how they, as organisations, can play a part in delivering the act</li> <li>• Learn how to get involved.</li> </ul>
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<b>11.15am</b>	<b>Preventing Homelessness</b>
	<i>Wedgewood</i>
	<i>Harry McKeown, Pobl Group and Hugh Russell, Youth Homelessness Project, Llamau</i>
	<p>With Welsh Government and the housing sector committing to ending homelessness throughout Wales, delegates will hear from two organisations who are leading the way.</p> <p><b><i>By attending the session delegates will:</i></b></p> <ul style="list-style-type: none"> <li>• Gain an understanding of the two schemes and what has been achieved so far</li> <li>• Learn about the challenges and achievements</li> <li>• See how their organisation can get involved.</li> </ul>

11.15am <b><u>Workshops</u></b>	
<b>Monitoring the Impact of Universal Credit in Wales</b>	
	<i>Wedgewood Conservatory</i>
	<i>Kester Holmes, Head of Research, Opinion Research Services (ORS)</i>
	<p>Opinion Research Services (ORS) will share findings from its research commissioned by Community Housing Cymru (CHC) on the impact of the Universal Credit service provided to housing associations and tenants over the course of the roll-out.</p> <p><b><i>By attending the session delegates will:</i></b></p> <ul style="list-style-type: none"> <li>• Be able to assess the potential level of rent arrears and costs to housing associations by the implementation of the scheme</li> <li>• Find out about Benchmark approaches, and associated costs to housing management</li> <li>• Identify transferable “processes” to help housing associations better manage changes and reduce future rent arrears.</li> <li>• How to capture tenants’ views and experiences to inform improvements to the Scheme</li> <li>• Produce recommendations on how to improve the Universal Credit process.</li> </ul>

11.15am <b>Welsh Housing Condition Survey</b>	
	<i>David Spencer 3</i>
	<p><i>Gowan Watkins, Welsh Government</i></p> <p><b><i>@WelshGovernment</i></b></p>
	<p>In this session Gowan will outline the background to the Housing Conditions Evidence Programme as a whole: the Welsh Housing Conditions Survey 2017-18; the Housing Stock Analytical Resource for Wales; and give an update on progress to date. Delegates will be invited to engage with the analysis and dissemination plans for the survey results.</p> <p><b>By attending the session delegates will gain an understanding of:</b></p>

	<ul style="list-style-type: none"> <li>• the background to the Housing Conditions Programme as a whole: the Welsh Housing Conditions Survey 2017-18 and the Housing Stock Analytical Resource for Wales;</li> <li>• progress to date and next steps;</li> <li>• the analysis, publication and dissemination plans for the survey results end of 2018 and 2019, including Fuel Poverty figures (what you can expect, when and how);</li> <li>• provide an overview of how the data will be used, can be used and by whom, to influence housing condition, fuel poverty, decarbonisation and wider policies; and</li> <li>• the plans for the future of the Programme, future surveys, expansion of HSAR etc.</li> </ul>
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<b>12.15 pm</b>	<b>Working Smarter not Harder</b>
	<i>Charles Vaughan, Partner, Smarter not Harder</i> <b>@snhtraining</b>
	David Spencer Suite
	<p>You've heard the saying – 'just because you are busy, it doesn't necessarily mean you are productive'. With an ever present demand on staff and teams to achieve more, we recognise that in so many places, people are often under-equipped to optimise the technology available as well as handle the distractions of the busy modern workplace. This can often result in staff working excessive hours, experiencing stress and anxiety and, in extreme cases, absence. These are all signs that indicate the balance isn't always right.</p> <p>During this session Charles will share a range of tips &amp; techniques which are helping thousands of employees and teams to gain control and significantly increase their productivity.</p>

<b>1.00pm</b>	<b>Conference Conclusions</b>
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<b>1.15 pm</b>	<b>Lunch and Depart</b>
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