

**Community  
Housing  
Cymru  
Events**



# **HR and L&D Conference 2019**

**Marriott Hotel, Cardiff**  
*26<sup>th</sup> September 2019*

**It's all about  
our people**





# HR and L&D Conference 2019 Overview

We are really excited to hold the one day event which embraces HR and L&D functions to tackle the pressing issues facing our profession, our organisations and our sector. Please take a look at this brief overview followed by the full details.

9:00am	<b>Registration, Exhibition Viewing and Breakfast Rolls</b>
9:30am	<b>Welcome</b> <i>Siobhan Johnson, Chair of HR SDG</i>
9:40am	<b>Launch of This is Housing</b> <i>The Branding Team – Kate Griffiths (CCHA), Donna Howells (UWHA), Mark Woods (Trivallis), Rebecca Goodhand (CHC)</i>
10:00 – 10:45am	<b>SUB PLENARY 1: Police Now – The Beat Generation</b> <i>Police Now</i>
10:00 – 10:45am	<b>SUB PLENARY 2: Fighting Fatigue – What L&amp;D can do to energise employees around learning</b> <i>Robin Hoyle, Learnworks Ltd.</i>
10:45 – 11:15am	<b>Refreshments, Exhibition Viewing and Networking</b>
11:15 – 12:00pm	<b>Cracking The Code of High-Performance Teams</b> <i>Nick Fewings, Ngagementworks</i>
12:00 – 12:45pm	<b>WORKSHOP 1: Tactics for Termination</b> <i>Louise Price, Hugh James Solicitors</i>
12:00 – 12:45pm	<b>WORKSHOP 2: Designing an Holistic Reward and Benefit Strategy to drive growth</b> <i>Balijinder Kang, Midland Heart</i>
12:00 – 12:45pm	<b>WORKSHOP 3: Creating a culture of Self-directed learning</b> <i>Jane Hubbard, Chester Zoo</i>



12:00 – 12:45pm	<b>WORKSHOP 4: Neuroscience for learning – Improving performance through memorable experiences</b> <i>Allison Taylor, Central Consultancy and Training</i>
12:00 – 12:45pm	<b>WORKSHOP 5: Implementing a new HR system</b> <i>Bev Flood, Newport City Homes</i>
12:45 – 1:30pm	<b>Lunch, Exhibition Viewing and Networking</b>
1:30 – 2:15pm	<b>SUB PLENARY 3: Transforming Digital Culture</b> <i>Angela Lewis, Companies House</i>
1:30 – 2:15pm	<b>SUB PLENARY 4: What's new and innovative in digital learning</b> <i>Kate Graham, Fosway Group</i>
2:15 – 3:00pm	<b>WORKSHOP 6: Brexit - a practical application to the law changes</b> <i>Richard Thomas &amp; Susie Matthisen, Capital Law</i>
2:15 – 3:00pm	<b>WORKSHOP 7: Creating a people-first approach to HR</b> <i>Jane Jones, Curo - Group</i>
2:15 – 3:00pm	<b>WORKSHOP 8: The Future of Learning</b> <i>Neil Almond, 91 Untold</i>
2:15 – 3:00pm	<b>WORKSHOP 9: The Role of L&amp;D as Change Makers</b> <i>Melanie Lopine, Domestic &amp; General</i>
2:15 – 3:00pm	<b>WORKSHOP 10: Out with the old in with the new</b> <i>Fflur Jones, Darwin Gray</i>
3:00 – 3:30pm	<b>Refreshments, Exhibition Viewing and Networking</b>
3:30 – 4:15pm	<b>Developing Resilience</b> <i>Ian Rothwell and Paul Chudleigh, R W Learning</i>
4:15 – 4:45pm	<b>The Future for HR</b> <i>Edward Houghton, CIPD</i>
4:45pm	<b>Conference Conclusions</b>
4:50pm	<b>Depart</b>

We are really excited to hold this one day event which embraces HR and L&D functions to tackle the pressing issues facing our profession, our organisations and our sector. We've got lots of award winning companies from outside housing to help share with us their experience of implementing programmes and initiatives and change to address the changing nature of their businesses.

Key issues that our fast paced conference will address are:

- How can we attract talent into the sector and challenge people's perceptions about what it's like working in our sector.
- How can we demonstrate value for money and how we make a difference to our organisations
- With mental health constantly in the headlines, how can we prepare ourselves and our staff to be more resilient and able to cope with the demands of working in today's 24hr culture, balancing work and life pressures and being asked to demonstrate value for money.
- What will the future for HR look and feel like in 10 years time and what do we need to start doing to ensure we are ready for this.

Our workshops are packed with sessions of learning from others, useful guides and covers a wide range of subjects from Brexit through to digital learning.

We don't promise to have all the answers, but we do promise to offer a space and environment full of people that will stimulate and encourage debate, discussion and reflection enabling you to leave our conference with ideas, inspiration and hope!

We look forward to seeing you in Cardiff in September.

Phillipa Knowles  
Director, OD and Resources

# HR and L&D Conference 2019

## Marriot Hotel, Cardiff

26<sup>th</sup> September 2019

9.00am	<b>Registration, Exhibition Viewing and Breakfast Rolls</b>
9.30 am	<b>Welcome</b> <b>Siobhan Johnson, Chair of HR SDG</b>
	Setting the scene for the day ahead, Siobhan will outline what lays ahead for conference delegates and how the HR SDG is working towards addressing some of these issues over the next 21/2 years.
9.40 am	<b>Launch of This is Housing</b>
	<i>The Branding Team – Kate Griffiths, CCHA, Donna Howells, UWHA, Mark Woods, Trivallis &amp; Rebecca Goodhand, CHC</i>
	Two surveys carried out by CHC of people who have joined the sector in the last year and those who don't work in the sector found that 35% of respondents had not thought of housing as a career. We know what a great sector it is – so how do we get the message out there? A sub group of HR and Comms have been working together over the last year and are here to launch the first phase to attract people into housing with the launch of our This is Housing website.
10.00 – 10.45	<b><u>Sub plenary 1</u></b>
	<b>Police Now – The Beat Generation</b>
	<i>Police Now</i>
	As we embark on the first stage of our branding campaign to attract people into the housing sector, we are going to hear from the Police who were struggling to attract graduates to join their forces. Back in 2015, a study of final year Uni students found that 83% of them had not considered a career in policing!

	<p>But in the space of 3 years, the Police Now graduate leadership development programme has already turned over 650 police officers and the results have been arresting. We will hear how this incredible transformation has been achieved and what can we learn from their campaign.</p>
--	--

<b>10.00 – 10.45</b>	<b><u>Sub plenary 2</u></b>
	<b>Fighting Fatigue – What L&amp;D can do to energise employees around learning</b>
	<i>Robin Hoyle, Learnworks Ltd</i>
	<p>Despite his boyish looks, Robin has been successfully doing this stuff for 27 years and is well aware of the challenges L&amp;D professionals face to engage and excite learners within the workplace.</p> <p>Robin will guide delegates how to fight learning fatigue by putting together a learning programme that will engage both employees and managers as they see it relevant to the daily role and seen as not just as a tick box exercise</p>

<b>10.45 - 11.15am</b>	<b>Refreshments, Exhibition Viewing and Networking</b>
------------------------	--

<b>11.15 – 12.00am</b>	<b>Cracking The Code Of High-Performance Teamwork</b>
	<i>Nick Fewings, Ngagementworks</i>
	<p>As a profession, we are continuously striving to develop high-performing teams within our organisations. Effective teamwork is vital to the success of every organisation and even more so in times of political and economic instability, however, few organisations actually quantify what it is, how to measure it and how to achieve high-performance in teamwork. Research indicates that only 10% of teams can be truly considered high-performing, with 40% dysfunctional and the remaining 50%, producing satisfactory results. So how can we turn this around?</p> <p>Nick Fewings believes that he has cracked the code of high-performance teamwork. Put simply “Teamwork is influenced by three factors, WHO is in your team, in relation to their people and technical skills, a common understanding of WHAT the team exists to do and HOW effectively they work together.” Come along and find out how we can crack the code!</p>

--	--

<b>12.00-12.45pm <u>Workshop 1</u></b> <b>Tactics for Termination</b>	
	<i>Louise Price, Hugh James Solicitors</i>
	<p>The Hugh James team will explore the practical aspects of using protected conversations and settlement agreements to terminate an employee's contract, giving us a clearer understanding of what often is a tricky topic.</p> <p>The session will consider when protected conversations are appropriate, tactical tips on how to approach them, practical advice on what settlement to offer, guidance on what should be included in any settlement agreement, and an overview of the potential pitfalls and how to minimise the risk of ET claims.</p>

<b>12.00-12.45pm <u>Workshop 2</u></b> <b>Designing an Holistic Reward and Benefit Strategy to drive growth</b>	
	<i>Balijinder Kang, Director of HR, Midland Heart</i>
	<p>Midland Heart employ over 2,000 people, have 33,000 homes and 70,000 customers. They were recognised by the CIPD for their reward strategy in 2017 as it recognised employee skills, behaviours and performances at an individual, team or organisational level.</p> <p>They recognised that rewards programmes can only be effective if they are aligned to your organisational culture and specific business objectives. To increase performance, they need to link people's daily work with the strategic and financial goals of the organisation. A reward strategy that is truly holistic and is effectively communicated will enable you to shape attitudes and behaviours while also promoting more inclusive environments.</p> <p>Hear how Midland Heart have:</p> <ul style="list-style-type: none"> <li>aligned their reward strategy their business objectives and people needs</li> <li>increased people engagement and retention</li> <li>created a more inclusive environment with the help of targeted reward offerings</li> </ul>

**12.00-12.45pm Workshop 3**

**Creating a culture of Self-directed learning**

*Jane Hubbard, Director of HR, Chester Zoo*

Chester Zoo are the most visited zoo in the UK and a conservation and education charity committed to preventing extinction. They have 21,000 animals and 1,000 team members looking after them and each other.

Their HR & LD team have learnt that empowering your employees to embrace an independent approach to learning allows them to focus on their specific needs and focus their development in skills they're interested in.

With a higher interest, there is a greater chance they will successfully develop new abilities and improve their value within the organisation. Chester Zoo believes HR and L&D play a pivotal role in influencing, implementing and sustaining a workplace culture of self-directed learning.

This session will help you to:

- effectively trail blaze and set standards for inclusive learning
- encourage peer focus groups, interaction and networking
- enhance learning experience through virtual spaces & social media

**12.00-12.45pm Workshop 4**

**Neuroscience for learning – Improving performance through memorable experiences**

*Allison Taylor, Central Consultancy and Training*

Learning will only deliver tangible benefits if it is memorable and can be re-applied into the workplace. Yet, it often remains confined within the classroom, failing to produce change and increase people's performance.

Neuroscience can provide us with a more solid understanding of the mechanisms behind the acquisition and retention of learning, and tips on how to create learning initiatives that deliver meaningful change that last.

	<p>Join Alison as she deep-dives into the neuroscience of learning, including:</p> <ul style="list-style-type: none"> <li>• insights into how the brain acquires, stores and recalls learning and new information</li> <li>• strategies to engage your learners by making learning applicable to every-day life</li> <li>• driving meaningful behavioural change through memorable experiences</li> </ul>
--	---

<b>12.00-12.45pm Workshop 5 Implementing HR system</b>	
--	--

	<p><i>Bev Flood, Newport City Homes</i></p>
	<p>Bev will outline Newport City Homes Journey from moving to a paper dominated system through to a move to a computerised HR system.</p> <p>Come along to this practical session where Bev will talk through the rationale for change, the journey to change, the highs and the lows and the key learning points for others who are about to embark on this journey.</p>

<b>12.45 – 1.30</b>	<b>Lunch, Exhibition Viewing and Networking</b>
---------------------	---

<b>1.30 – 2.15</b>	<b><u>Sub plenary 3</u></b>
	<b>Transforming Digital Culture</b>
	<p><i>Angela Lewis, Director of People Transformation, Companies House</i></p>
	<p>Cultural change can be a long and difficult process. Angela shares with delegates the blueprint developed by Companies House for cultural improvement and went from an organisation whose change culture was counter intuitive, insular and diverse to one which is collaborative, output driven and customer focussed.</p> <p>Now with improved retention, better development, increased performance and a better overall “feel” for employees it is no wonder Companies House has been voted Employer of the Year at the Wales HR Awards.</p>

Or

<b>1.30 – 2.15</b>	<b><u>Sub plenary 4</u></b>
	<b>What's new and innovative in digital learning</b>
	<i>Kate Graham, Fosway Group</i>
	<p>With over 20 years of providing independent analyst input to enterprise clients, Fosway has significant expertise in working with large multi-national organisations. They understand, with a rapidly changing workplace, workforce, supplier options and competition for talent, the world of HR and L&amp;D is becoming increasingly challenging.</p> <p>Companies are under more pressure than ever to reinvent learning processes to be more agile, more digital and to deliver more value and more business impact.</p> <p>Do innovations in learning really matter? Kate is here to answer that question and lead discussions on how to get the best out of digital learning, inform delegates what are the exciting developments that are changing the game in digital learning and how you can manage the risk of innovation successfully?</p>

<b>2.15 – 3.00pm</b>	<b><u>Workshop 6</u></b>
	<b>Brexit - a practical application to the law changes</b>
	<i>Richard Thomas and Susie Matthisen, Capital Law</i>
	<p>Who knows at the time of writing this programme whether Brexit has happened or will happen – but what should we be doing as HR leads to prepare our organisations for the impact of Brexit?</p> <p>This workshop will be a practical session that will help you prepare for Brexit or respond to Brexit if it has taken place!</p>

<b>2.15 – 3.00pm</b>	<b><u>Workshop 7</u></b>
	<b>Creating a people first approach to HR</b>
	<i>Jane Jones, Curo - Group</i>
	<p>Great organisations realize that their number-one customer is their people. If they take care of their people, train them, and empower them, those people will become fully engaged and gung-ho about what they do.</p>

	We will hear from Jane on how Curo Housing on how they have created a people first approach to their HR services by fostering a culture shift that values people and results.
--	---

**2.15 – 3.00pm Workshop 8**  
**The Future of Learning**

	<i>Neil Almond, 91 Untold</i>
--	-------------------------------

	<p>91 Untold is the hub for growth and positive change. With its multi-dimensional approach to training, coaching and consultancy, they believe in a bold new story. Where people go beyond their current limits, break through barriers and start influencing their world for the better. To tap into and tell their untold story. And make positive things happen. At work, and in life.</p> <p>Neil will guide delegates through transformation from a training team to a modern learning team. He will lead discussions on what are the effective tools and techniques for digital transformation and what challenges and opportunities are there along the way to embrace.</p>
--	---

**2.15 – 3.00pm Workshop 9**  
**The Role of L&D as Change Makers**

	<i>Melanie Lepine, Group Head of Learning, Development &amp; Talent, Domestic &amp; General</i>
--	---

	<p>Melanie is an experienced HR &amp; Learning Professional, specialising in Global Change Management, Strategic People Planning, Innovations in Learning and Talent Development. She has headed up learning and development teams in the Retail, Finance and Premium Travel and Lifestyle sectors</p> <p>Melanie will explore the impact of our changing world on the evolving work environment and will identify what that would mean for L&amp;D teams and how they can stay ahead of the game. Melanie will challenge delegates to think of learning as an enabler for the organisation and how L&amp;D can be the change makers</p>
--	--

**2.15 – 3.00pm Workshop 10**  
**Out with the old in with the new**

	<i>Fflur Jones, Partner, Darwin Gray</i>
	<p>Fflur will challenge delegates and highlight how we can make the best use of personal and personal sensitive data to ensure a diverse workforce.</p> <p>In this practical session, Fflur will also run through top tips on how to instigate a positive culture change within your workforce by utilising incentives, consultations and exits.</p>
<b>3.00 – 3.30pm</b>	<b>Refreshments, Exhibition Viewing and Networking</b>
<b>3.30 – 4.15</b>	<b>Developing resilience</b>
	<i>Ian Rothwell and Paul Chudleigh, R W Learning</i>
	<p>We live in an uncharted phase of history. Never before have organisations been as complex and demanding as they are today. Leaders, managers and professionals face a bewildering array of new initiatives, best practice, improvement ideas and legal regulations... all in a context where we have to be as lean as possible and maximise the potential of every available resource. If ever there was a time when resilience is key, it's now.</p> <p>In this penultimate engaging and motivating session Ian and Paul will equip you with the methodology and tips to focuses the mind, body, and skills necessary to deliver excellent results.</p>
<b>4.15 – 4.45pm</b>	<b><u>The Future for HR</u></b>
	<i>Edward Houghton</i> <i>Head of Research and Thought Leadership CIPD</i>
	<p>If anyone knows what the future holds for HR and L&amp;D – surely the CIPD has the answer as our professional body? No pressure Ed!</p> <p>We are so busy in our day to day job that we barely have time to lift out of this fog to horizon scan. However, as CHCs Housing Horizons vision demands that HAs need to be aware of the future challenges and prepare for them otherwise we won't be able to respond to changing demographics, ways of working, and attitudes to work.</p> <p>Ed will highlight what the CIPD believes are the key challenges facing our profession and what we need to do now to prepare for this.</p>

<b>4.45pm</b>	<b>Conference Conclusions</b>
	After a packed, interactive and stimulating day of discussion, Siobhan will round up the key messages from the conference and her key takeaways from the day.
<b>4.50pm</b>	<b>Depart</b>