



One

BIG

Housing Conference

Metropole Hotel, Llandrindod Wells
10/11 October 2019

#onebig19

Welcome to the event of the year for Welsh social housing professionals! One Big Housing Conference 2019 returns to inform and inspire social housing professionals from a range of disciplines to bring you up to speed with recent housing policy developments and to share good practice to take back to your organisation.

As the Affordable Housing Review recommendations are developed and bedded in across the sector, change is very much on the horizon, and collaboration across at all levels will be key to its success. Dr Paul Chadwick will helpfully set the scene for this phase during his opening plenary and the themes of collaboration, service development, and culture change very much continue throughout the programme. You will leave the conference up to date on various policy topics including universal credit, health and safety, rent setting, anti-social behaviour and the future of supported accommodation.

This year sees the launch of our brand new 'Learning Zone' which includes interactive sessions lead by skilled trainers to equip you with the practical skills and approach needed to tackle the day to day trials you face within your organisation. Our Development Zone also returns with a meaty programme that encapsulates the challenges in housing supply; delivering quality, efficient, safe and affordable housing in attractive communities.

You will hear from the shortlisted contenders in CHC's Capturing Creativity Award and voting for the winners of the 2019 award will be open after their session conference. The Exhibition area will provide plenty of opportunities to meet with organisations that can help you and share their expertise. There will also be a chance to network with fellow housing professionals from across Wales.

We very much look forward to welcoming to the conference and we hope that you enjoy this year's event.

CHC Policy and External Affairs Team

One Big Housing Conference 2019

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| 9.00am | Registration and Refreshments sponsored by Hugh James Solicitors |
| 9.45am | Welcome |
| | David Spencer Suite |
| | <i>Will Atkinson, Policy and External Affairs Manager, Community Housing Cymru</i> @WILLIA_CHC |
| 9.55am | Changing Behaviours |
| | <i>Dr Paul Chadwick, Senior Teaching Fellow, UCL</i> |
| | <p>Dr Paul Chadwick is Senior Teaching Fellow at the UCL Centre for Behaviour Change, as well as a Trainer and Consultant Clinical and Health Psychologist with expertise in behaviour change for adults and children.</p> <p>In this interactive session Paul will enable delegates to identify what they are trying to achieve with their change programme and if they are influencing the right people to sustain change.</p> |
| 10.40am | Launch of Alcemi |

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| | <p><i>Edwina O'Hart, Assistant Director, Member Services and Communications, Community Housing Cymru</i></p> <p>@EdwinaOHart</p> |
| | <p>Our exciting futures programme, Alcemi, will equip members to be fit for the future and will play an essential part for meeting the Housing Horizons vision to make good housing a basic right for all.</p> <p>Edwina will officially launch the programme and explain how delegates will be able to get involved in the programme.</p> |

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| 11.00am | Refreshments, Exhibition Viewing and Networking, sponsored by Hugh James Solicitors |
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| 11.30am | Update on Universal Credit |
| | @DWP |
| | David Spencer Suite |
| | <p>This session will provide delegates with an update on the managed migration pilot currently running in Harrogate as well as what is on the horizon regarding Universal Credit</p> <p>From this session delegates will:</p> <ul style="list-style-type: none"> • Be prepared for changes in Universal Credit coming over the next 12 months • Have the opportunity to pose questions on UC. |

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| 12.15pm | <p><u>Workshops</u></p> <p>Capturing Creativity Award – Hear from the Finalists</p> |
| | <p>Twenty years ago, Community Housing Cymru along with John Chown set up an Award scheme to recognise housing innovation in memory of a special person - Pat Chown.</p> <p>Pat gave a big part of her life working to meet people's housing needs in Wales.</p> |

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| | <p>The Award's aim is to recognise innovation and new ways of responding to day-to-day issues.</p> <p>In this session we will hear from the three shortlisted projects and voting will open after this session with the winners being announced at CHC's Annual Conference.</p> <p>By attending the session delegates will:</p> <ul style="list-style-type: none"> • Be inspired by the innovative projects and gain ideas to implement in their own organisations. |
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12.15pm

Workshops

Systems Thinking Approach to Housing Services

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| | <p><i>Serena Jones, Coastal Housing</i></p> <p><i>@serenaMjones, @CoastalHousing</i></p> |
| | <p>This session will provide delegates with an introduction into how Coastal's housing and maintenance teams use systems thinking as their method for continuous improvement and the wider impact this has on culture.</p> <p>From this session, delegates will:</p> <ul style="list-style-type: none"> • Gain an overview of systems thinking as a method • Have the opportunity to ask questions about how it works in practice • Learn about the impact this has had on organisational culture |

12.15pm

Workshops

Lessons Learnt from Shared Housing project

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| | <p><i>Jason Wroe, Newydd HA</i></p> <p><i>@jmwroe, @NewyddHousing</i></p> |
| | <p>With homelessness rising across the UK, and the demand for affordable one-bedroom accommodation outstripping supply, Rooms4U was established in October 2016 to offer young people in the Vale of Glamorgan a housing option through affordable shared accommodation.</p> <p>Jason will talk about both the positives and the negatives of the Shared Housing project</p> |

12.15pm

Workshops

Housing Change - Challenge ID Session

*Edwina O'Hart and Hayley Macnamara, Community Housing Cymru
@EdwinaOHart, @Hayley_CHC*

An interactive session will be an opportunity to feed into Housing Change programme and identify the challenges facing Housing Associations, tenants and staff.

12.15pm

Learning Zone

Research Masterclass

New to the conference, take part in the learning Zone. The first session with Rob will look at Research and Analysis skills for non experts.

1.15pm

Lunch, Exhibition Viewing and Networking

2.15pm

Future of Supported Accommodation - Panel

*Serena Jones, Coastal Housing, @serenaMjones, @CoastalHousing
Katie Dalton, Cymorth Cymru, @Katie_Dalton, @CymorthCymru
Yoric Irving Clarke, Chartered Institute of Housing @YoricCIH*

David Spencer Suite

Supported Housing is at a crossroads with the rise of innovative practises such as Housing First. Join our panel in mapping out the future of Supported Accommodation as we hear from three experts on the changes we may see in the next decade of service delivery.

3.00pm

Launch of Empty Properties Report

John Griffiths AM, Chair of the Equality Local Government and Communities Committee

3.15pm

Workshops

Empty Homes

*Naomi Stocks, Local Government and Communities Committee,
National Assembly and Michelle Collins, United Welsh HA*

Bringing empty homes back in to use is a key part of tackling the housing crisis. Hear from Welsh Government and United Welsh HA on the practical steps that we can take working collaboratively with Local Authorities to bring properties back to a liveable standards.

3.15pm

Workshops

WRAP

Valleys to Coast and WRAP

Communities, from the smallest working group to the largest neighbourhood, need to continually, build, maintain and repair their relationships to live alongside each other respectfully.

WRAP and Valleys to Coast explain how they are working together and how it can change the interactions associations have with their tenants

3.15pm

Ensuring Affordability in Social Housing

*Dan Hayes, Trivallis and Sioned Hughes, Altair
@WeAreTrivallis, @AltairLtd*

HA's are implementing innovative models to ensure affordability for their tenants. Learn from one such organisation and Altair on how these approaches can work in your association and what support the sector will need to develop such models.

3.15pm

Learning Zone – An Introduction to Needlestick

*Francesca Burrows, Call of the Wild
@callwildleader*

The skills needed for checking needles are the same for checking for roadside bombs. In social housing, it is vitally important that frontline staff know how to manage risks and handle objects in the correct way to avoid contamination from diseases such as Hepatitis B and HIV.

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| | Delegates will be given a practical bitesize training session so they can learn how to prevent contamination and handle sharps and needles in a safe way. |
| 4.15pm | Refreshments, Exhibition Viewing and Networking sponsored by Hugh James Solicitors |
| 4.45pm | Social Exclusion – Do we regenerate for the right reasons? |
| | <i>Professor Anne Power, Emeritus Professor of Social Policy, LSE</i> |
| | David Spencer Suite |
| | <p>Anne Power is Emeritus Professor of Social Policy at the London School of Economics and Head of LSE Housing and Communities, a research group based within the Centre for Analysis of Social Exclusion. She is author of many books, reports and articles on housing, cities and low-income communities.</p> <p>Where some people see dilapidated, unhealthy, antisocial buildings that should be knocked down, others see homes, communities and opportunities for renovation and refurbishment. Anne will draw on her past experiences and challenge delegates to consider the social factors in housing and regeneration. She will encourage organisations to seek meaningful engagement with residents and communities to prevent community displacement and conflict.</p> |
| 5.30pm | End of Day 1 |
| 7.30pm | Drinks Reception kindly sponsored by Ark Consultancy |
| 8.00pm | Conference dinner, followed by Entertainment |

Day 2 - Friday 11th October

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| 9.00am | Registration, Exhibition Viewing and Refreshments Powys & Ballroom |
| 9.15am | Culture Hack |
| | <i>Neil Almond, 91Untold</i> <i>@91Untold</i> |
| | <p>Do you ever wish you could bottle the attitudes and skills of your star performers, and at the touch of a button, upload 'the juice' into the rest of your team? Or successfully stream the vision that's in your head so the whole business aligns around it? Maybe you just want to dial up the level of a key behaviour a few notches?</p> <p>At 91Untold, the focus is on real positive change, not on the 'what' but the "how". Neil will help delegates harness their untapped potential to deliver lasting cultural change.</p> |
| 10.15am | An Holistic Approach to Public Health |
| | <i>Chief Inspector Alastair Muir, Deputy Director, Scottish Violence Reduction Unit</i> |
| | Delegates will hear how Scotland has adopted a public health approach to tackling violence and how this has helped prevent and reduce anti-social behaviour and violent crime including knife crime. Chief Inspector Alastair Muir will highlight the partnerships that have been formed and how housing associations in Wales can learn from this approach. |
| 11.00am | Refreshments, Exhibition and Networking Powys and Ballroom, kindly sponsored by Hugh James Solicitors |
| 11.30 am | <u>Workshops</u> Community Investment, |
| | <i>Adam Chester, HACT</i> <i>@HACThousing</i> |

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| | We know that building strong communities is as important as providing a home. Adam will explore how we keep investing in our communities during this period of uncertainty and change and inform delegates on how they can measure the impact of that investment. |
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11.30am

Workshops

Sustaining Tenancies

Claire Pearce-Crawford, Melin Homes

@MelinHomes

As the housing sector grapples with a range of issues including welfare reform, an ageing population and the integration of health and social care, the issue of tenancy sustainability is one that is increasingly occupying the minds of housing professionals.

Hear how through an increased investment in tenant support, Melin Homes has maintained a very low eviction rate and how this approach can be applied in your organisation.

11.30am

Workshops

Invisible Creations

Laura Wood, Director, Invisible Creations

@InvisCreations

As landlords, we have a responsibility to, not only to keep our tenants safe, but to provide them with excellent customer service, to support their health and wellbeing, and to ultimately give them a great place to live!

Invisible Creations is an idea that started life in the National Housing Federation's Greenhouse programme last year. It is a new social business focusing on how landlords can better support people as they age, by providing an alternative suite of unobtrusive and more aesthetically pleasing adaptations for their homes.

Laura will share their story from creation to hopefully being in a position to bring their products to market later this year.

11.30am

Workshops

OSM Strategy – Post Engagement

Bethan Evans and Vicky Kells, Clarke Willmott

@ClarkeWillmott

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| | <p>The Affordable Housing Review recommended that the Welsh Government work with stakeholders on to develop a Strategy around the off-site manufacture (OSM) of homes strategy. Bethan and Vicky will outline, Wales' ambitions to capitalise on OSM and MMC to address the housing shortage and barriers to development, as well as the opportunities MMC presents to organisations.</p> |
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| 11.30am | Tenant involvement |
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| | <p><i>David Rhys Wilton, Chief Executive, TPAS Cymru</i> <i>@TPASCymru</i></p> |
| | <p>Meaningful engagement with tenants is imperative to service development and tenant satisfaction. TPAS Cymru will discuss their findings from their Tenant Pulse and talk through the opportunities to embed a culture of transparency, engagement and accountability.</p> |

| 11.30am | Housing Associations and Health Boards Delivering Together |
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| | <p><i>Glynne Roberts, Programme Director (Well North Wales), Mair Edwards, Grŵp Cynefin</i></p> |
| | <p>Housing Associations are key partners in supporting the health and wellbeing of their communities. This workshop will explore recent examples of partnerships between HAs and a health board in North Wales, and lessons learnt that can be applied across Wales.</p> |

| 11.30am | The Social Business Opportunity – Realising Local Potential |
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| | <p><i>Rhian Edwards and David Madge, Wales Cooperative Centre</i> <i>@WalesCoOpCentre</i></p> |
| | <p>The RSL sector in Wales has a real opportunity to use its spending power to enhance and grow the foundational economy in Wales, and particularly the social business sector.</p> <p>This workshop will explore this opportunity in more detail, and specifically look to address the following areas:</p> <ul style="list-style-type: none"> • Understand how RSLs can engage social businesses throughout operational activity. • Understand the scale and delivery capacity of the social business sector in Wales. |

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| | <ul style="list-style-type: none"> • Explore how working with social businesses can enhance your tenant experience. • Review challenges to social business engagement through work done by the Social Business Wales project. • Review good practice across the sector with case studies and shared learning. • Understand opportunities for engagement in the supply chain through work done by the Social Business Connect service. |
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| 12.30 pm | How to Listen to Tenants to initiate change |
| | <i>Helen Reynolds, Social for the People</i> <i>@HelReynolds</i> |
| | David Spencer Suite |
| | <p>Innovation is inherently linked to the idea of newness, new idea, cultures, systems and products which add value, unless you listen to our customers and understand what is important to them and how change will make a real difference to their lives. Helen will equip delegates with tools on how to listen and how to effectively communicate change to your tenants.</p> |

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| 1.15pm | Conference Conclusions |
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| 1.20 pm | Lunch and Depart |
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