

**Community
Housing
Cymru**



Annual Conference 2017

and the launch of...

Housing HorizOns

Challenging the sector to be bold and ambitious

16/17 November 2017

Mercure Holland House, Cardiff



Foreword

- Stuart Ropke

Welcome to our 2017 Annual Conference

It barely seems 2 minutes since we launched our Housing Horizons project at our 2016 Annual Conference at the Principality Stadium in Cardiff. We were clear that, in an uncertain and rapidly changing world, we need a long-term vision for housing associations to help us influence and lead the policy environment in Wales.

Now, after 12 months where we've engaged with over 500 people from within housing associations and beyond, we're ready to launch our ambitious, wide-ranging vision for housing associations in Wales. Today we can say that, over the next 20 years, housing associations have the ambition, resources and confidence to make an even bigger impact in communities and to help people across the nation living in towns, cities and rural communities from all sections of the population, whatever their current housing circumstances. Building and managing social housing and providing safe, secure housing for some of the most vulnerable in our society will always be the bedrock of what housing associations do in Wales. But in a world where we are not building enough homes, and where many communities need revitalising, fleet of foot and innovative housing associations are best placed to play the key role in building communities where people want to live.

Of course, no vision and ambition can remain inflexible in the face of change, and our conference programme this year reflects that the political and operating environment remains very much in a state of flux. In the era of fake news, Ben Page, Chief Executive of Ipsos MORI, will examine the misconceptions that have taken root amongst the public. Journalist, Steve Richards, will give us his view of the post-Brexit environment and Professor Calvin Jones will outline why Wales is more vulnerable to a hard Brexit than other regions of the UK. If nothing else happens in the next 12 months before our next conference, it is essential we get some clarity about our destination and aspirations as a nation as we exit the EU and some brave, principled political leadership.

As the political maelstrom churns we still need to continually improve on the services we offer to our customers, and Day 2 of our programme focuses on disruption through customer service strategy and digital transformation. We'll also focus on the mindset we need to have in place to meet our ambitions with Andy McCann, Performance Director of DNA Definitive.

Our ambition at Community Housing Cymru is to improve the services and conferences that we offer to our members and customers year on year. I hope you'll agree that, with this Annual Conference programme, we've raised the bar again.

Enjoy the conference.



Day 1 - Thursday November 16, 2017

Morning

09:00 **Registration, Refreshments and Networking**

09:30 **Welcome & Introduction**

🗣️ **Sian Lloyd**, Broadcaster & Journalist, Conference Chair
@SianLloydnews

09:40 **Housing Horizons - The launch of the sector vision**

🗣️ **Stuart Ropke**, Chief Executive, Community Housing Cymru
@Stuart_CHC

10:00 **Changing Perceptions - Turning our vision into reality**

🗣️ **Ben Page**, Chief Executive, Ipsos Mori
@benatipsosmori

The Ipsos 2016 Perils of Perception survey highlighted how wrong the public across 40 countries were about key global issues and features of the population in their country. Ben will explain what these misconceptions mean for the reputation of our sector and what we need to do to challenge them in order to deliver on our vision.

BREAK **10:45 Refreshments, Exhibition Viewing and Networking**

11:15 **The Political and Economic Landscape**

🗣️ **Steve Richards**, Columnist for Guardian, Times and Independent and Presenter of Radio 4's Week in Westminster
@SteveRichards14

Steve has written that Brexit is an emotional rollercoaster and we can't get off it. Today, Steve will give his opinions on Wales' place at the Brexit table, if we're being over shadowed by Scotland, and what the relationship between UK and Welsh Government looks like.

12:00 **Challenges of the Future**

🗣️ **Sophie Howe**, Future Generations Commissioner for Wales
@futuregenecymru

Sophie will challenge the sector to be bold and to be prepared for 2036, and will discuss how the work we do as a sector can play a big role in delivering the Wellbeing of Future Generations Act

12:30 **Wales and the Single Market: A Threat Assessment**

🗣️ **Prof. Calvin Jones**, Economics Section & Welsh Economy Research Unit, Cardiff Business School
@CardiffBusiness

As we embark on the process of leaving the European Union, the differential attitudes to and impacts of Brexit across the UK are gaining increased attention. Professor Jones claims that Wales is more vulnerable to a hard Brexit than other regions. What will the effect be and how can we look to safeguard our organisations?

Day 1 - Thursday November 16, 2017

BREAK **13:15 Networking Lunch**

Afternoon

Workshops

14:15 ⚙️ Housing Horizons - How we shaped the vision

🗣️ **Mike Phillips, Hopp**

@HoppStudio

What do housing associations need to do to deliver the vision, what is within our own gift to change and what is out of our direct influence? Is the sector ready for the challenges ahead?

By attending the session delegates will:

- Have an in depth understanding of the vision
- Receive practical tips on how to deliver the vision as a sector and how to promote within your own organisation

⚙️ Supported Accommodation - What does the future hold?

🗣️ **Paul Webb, Welsh Government**

@WelshGovernment

From April 2019, UK Government intends to devolve the funding of supported housing above the LHA rate to Wales. We have been working with members to fully understand the scale and cost of delivering supported housing in Wales and Paul will provide an update on Welsh Government progress so far.

By attending the session delegates will:

- Have an understanding of the process to devolve supported housing funding to Wales
- Gain an opportunity to influence how the policy will work

⚙️ Housing, Integration, Devolution and Regeneration

🗣️ **Gordon Perry, Ark** | **Huw Thomas, Cardiff City Council**

@gordonphousing

@huwthomas_Wales

With a number of devolution deals across the UK, how can housing associations regenerate communities and interact with city deals? In Cardiff, there will be the opportunity for housing associations to take advantage of the deal and find out what the impact will be on surrounding communities.

By attending the session delegates will:

- Gain a better understanding of city deals and how they interact with housing and regeneration
- Have an opportunity to hear from the key players in delivering the Cardiff City deal

⚙️ Lessons learnt from the Public Accounts Committee Enquiry

🗣️ **Representative from the Public Accounts Committee**

Following the publication of the PAC report, find out what the committee thought of the sector, why they made their recommendations and what steps they think housing associations need to take next.

Day 1 - Thursday November 16, 2017

By attending the session delegates will:

- Gain an insight into the heart of the PAC enquiry
- Have an opportunity to influence and challenge the findings

⚙️ **Leading with a Trauma Informed Approach in Housing**

🗣️ **Charlotte Waite**, ACES Hub, Welsh Government

@CharlotWaite

This workshop will inform you about ACEs and the work underway in the ACEs and Housing pilot in Bridgend.

By attending the session delegates will:

- Learn more about practical examples of ACEs and what it means for housing
- Explore how the ACEs Hub can support your organisation and your tenants

BREAK 15:15 Refreshments, Exhibition Viewing & Networking

15:45 Everyone's a bit psychopathic!

🗣️ **Jon Ronson**, Author of 'The Psychopath Test'

@jonronson

Described as one of the finest comic writers and authors of our time, Jon will take us on a compelling adventure into the world of madness, which unearths dangerous truths and asks serious questions about how we define normality in a world where we are increasingly judged by our maddest edges. Are you willing to take The Psychopath Test?

CLOSE 16:45 End of Day 1

17:15 CHC AGM

🗣️ Chaired by **Debbie Green**, CHC Chair and Chief Executive, Coastal Housing Group

19:30 Drinks Reception

★ Kindly sponsored by **Lloyds Bank**


20:00 Conference Dinner

🗣️ Pre-Dinner Speaker **Michael Sheen** (Invited)

Day 2 - Friday November 17, 2017

09:00 Registration & Exhibition

09:30 Business Transformation through Excellent Customer Service

 **Stuart McFadden**, Head of Financial Difficulties, Monzo
@monzo

Described as the bank of the future, Monzo has become known for disrupting a stale and traditional banking industry. Stuart explains how not being afraid to take risks and providing excellent customer service by being transparent and open is all in a day's work for Monzo.

10:15 The Science Behind the Leadership

 **Allison Taylor**, Central Consultancy and Training

Is the neuroscience of leadership just a combination of buzz words? Through the discipline of neuroscience we now have information that helps us make a connection between the scientific world of the brain and the world of business.

In this session, you will have the opportunity to look at topics through the lens of neuroscience and have the opportunity to shed some light on:

- decision making in situations of risk, ambiguity or uncertainty
- when and how we decide to make a complete change in direction and under what conditions are leaders more innovative

What might it mean for you, your team, your organisation?

BREAK 11:00 Refreshments, Exhibition Viewing & Networking

Solution Sessions

11:30  Digital Transformation...It's more than IT


 **Victoria Ford**, Perago-Wales
@PeragoWales

Meet the team which was the driving force behind the digital transformation of the DVLA. They will provide practical examples of moving traditional services to digital in the context of public services and what housing associations can learn from this.

By attending the session delegates will:

- Gain practical steps to lead and deliver change within their organisation
- Be inspired to overcome the challenges of digital transformation

 Changing Perceptions Online - How to better tell your story

 **Helen Reynolds**, Social for the People and Catherine Little
@HelReynolds

In order to tell our story and vision, we need to challenge and change people's perceptions. How do we use social media and the people within our organisations to promote the homes and services we provide and change public perceptions?

By attending the session delegates will:

- Gain an understanding of the power of social media and how to create killer content to best tell their story online
- Be provided with examples of how organisations have done this

Day 2 - Friday November 17, 2017

⚙️ **Housing an Ageing Population**

🗣️ **Abigail Davies**, Associate Director – Housing Consultancy, Savills
@Savills

The scale of the challenge of housing an older population was made clear in the Savills data report provided for Housing Horizons. Hear from Savills for practical solutions to this challenge.

⚙️ **The Science Behind Leadership**

🗣️ **Allison Taylor**, Central Consultancy & Training

Following on from her main session, Allison takes you further on the journey of the neuroscience.

12:30 Create a Vision & Trust

🗣️ **Liz Cross**, Founding Director of The Connectives (Invited)

Liz believes that Gaudi had it right when he began the Sagrada Familia, knowing that it would not be completed in his lifetime. He created a big enough vision, advanced it to a stage and then trusted that others after him would contribute and complete with integrity. What can we learn from this example in taking the Housing Horizons vision forward?

13:15 Challenging the Mindset

🗣️ **Andy McCann**, Performance Coach and Director of DNA Definitive
@theandymccann

If you always do what you've always done, you will always get what you've always got'. We have a new vision for the sector, but do we have the right mindset to deliver it? We need to be bold! This session will provide a real opportunity to discover how we can be more disruptive to innovate our products and services for the benefit of our tenants and organisations.

14:15 Conference Conclusions

CLOSE 14:25 End of Day 2 - Lunch & Depart