



Agenda

Housing Services Forum
Tuesday 24th of May 2016
Pobl Group, Exchange House,
High Street, Newport, NP20 1AA

Coffee will be available from 10:00am; the meeting will start at 10:20am.

- 10:20** **Welcome & Introductions**
Scott Sanders - Chair
- 10:25** **LHA Event Overview and Next Steps**
Hugh Russell from CHC will recap what the LHA cap means for housing associations and their tenants, then cover the main issues raised at CHC's recent strategic day, which focused on the impact of the LHA cap and which informs the agenda for today's meeting
- 10:45** **Service Charges Discussion**
Service Charges were a key area of discussion at the LHA event and there is some concern about how these will be funded under the LHA cap. This quick roundtable discussion is intended to provide attendees with a chance to discuss areas where they have, or are planning to, cut back on service charges or to consider what residents could take on themselves to reduce costs.
- 11:15** **Pre-Tenancy Training Presentation**
As welfare reform limits RSL's income, ensuring that tenants are able to sustain their tenancies becomes ever more important. This session provides an opportunity to hear about the impact that Pre-Tenancy Training can have on enabling residents to understand their obligations and to access the support they need to sustain their tenancies. We'll hear from 2 different providers of pre-tenancy training:

CRISIS - Carl Hutson – Housing Trainer and Susanne Bjork – Housing Best Practice Office, Coastal Housing Association – Janet Gange – Community Inclusion Manager

To be followed by Q&A and discussion about your experiences of pre-tenancy training.
- 12:30** **Lunch/ Networking**
- 13:00** **Training and Employment - Presentations**
Supporting young tenants into work, to reduce the severity of the impact of the LHA cap, came out as one of the key considerations at CHC's recent strategic day. We'll hear from 3 projects which are seeking to support young people into employment, which may provide practical ideas for attendees to bring back to their own organisations.

Pop Up Business School– Simon Paine and Lisa Ash, Community Initiatives Officer, Newport City Homes
Make it Work – Simone Devinett, Project Coordinator, Rhondda Housing Association
Symud Ymlaen Moving Forward – Elizabeth Stokes, Learning 4 Life Manager, Llamau
- 14:15** **Training and Employment Discussion**
- What are your organisations doing?
- Is it effective?
- Is it the place of Housing Associations to provide this support? If not, which partners should we be collaborating with?
- How can CHC support?
- What support can other agencies (LAs, Welsh Government, etc.) provide?
- 15:15** **Universal Credit data collection updates and discussion**
- 15:30** **Close**