

# North East Conference Programme

16 - 17 November 2017, Life Meetings & Events



DAY ONE

09:30 - 10:00	<b>Delegate registration and exhibition viewing</b>
10:00 - 10:10	<b>Chair's welcome and introduction</b> <i>Melanie Smith, chair, CIH North East regional board</i>
10:10 - 11:10	<b>Opening keynote - The state of the region.</b> Housing across the UK faces a multitude of challenges and finds itself ever higher on the political agenda. What will social housing look like in the future? In this session Terrie will outline the major challenges facing the UK, including welfare reform, housing supply, affordability and the lessons learnt from the Grenfell Tower tragedy. Carole will outline what she sees are the major challenges facing the North East. How ready is the North East? The speakers will explore these key issues as they address what the future might hold for the region, and examine the right solutions for the its housing providers. <i>Terrie Alafat CBE, chief executive, Chartered Institute of Housing</i> <i>Carol Matthews, CEO, Riverside and vice chair Homes for the North</i> <i>Chair: Melanie Smith, chair, CIH North East regional board</i>
11:10 - 11:30	<b>Refreshments and exhibition viewing</b>
11:30 - 12:30	<b>Keynote: Regeneration and development - innovation and disruption in the housing market</b> Catering for housing demand is a massive challenge not only for the North East but for the rest of the UK as well. Given the current landscape, how do we ensure we have the right homes in the right places, as we work through times of change and uncertainty? Ian and Chris will outline their solutions to delivering affordable, sustainable housing in the region. <i>Ian Wardle, CEO, Thirteen group</i> <i>Chris Shaw, associate development director, Urban Splash</i> <i>Chair: Melanie Smith, chair, CIH North East regional board</i>
12:30 - 13:30	<b>Lunch &amp; Exhibition Viewing</b>
13:30 - 14:30	<b>MASTERCLASSES A</b>  <b>Masterclass 1 Housing First</b> This session gives delegates the chance to get to grips with the Housing First approach to solving homelessness. This masterclass will explore the principals of the housing first approach, how it works in practice and share experiences of success and challenges encountered along the way. <i>Louisa Steele, housing first co-ordinator, Standing Together</i> <i>Chair: Matt Foreman, CIH North East regional board</i>  <b>Masterclass 2 Supported Housing</b> With many commentators calling for a rethink on the delivery of supported housing and the future of funding very much unclear, how do you deliver sustainable supported housing? Against a very uncertain environment Jason will outline his thoughts for the future. <i>Jason Lowe, head of independent and supported living, Coast and Country Housing</i> <i>Chair: Phillip Curran, CIH North East regional board</i>

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DAY ONE

14:30 - 15:00	<b>Refreshments and exhibition viewing</b>	
15:00 - 16:00	<p><b>MASTERCLASSES B</b></p> <p><b>Masterclass 1</b> <b>Legal Update</b> This unmissable session will provide delegates with an up to the minute legal update of issues affecting the sector. <i>John Murray, executive partner head of social housing group, Ward Hadaway</i> <i>Chair: Louise Taylor, CIH North East regional board</i></p> <p><b>Masterclass 2</b> <b>Unconference. New for 2017!</b> A chance for delegates to steer the discussion in groups around latest hot topics. The session will be facilitated by: <i>Alison Inman, president, CIH and</i> <i>Jon Mallen Beadle, managing director, Gateshead Housing Company and vice chair, CIHNE Board</i></p>	
16:00 - 16:45	<p><b>Keynote - Delivering excellent customer service</b> In an ever changing and uncertain world, one thing remains - the customer. Jo who previously worked for Sage Group before joining Karbon, will discuss delivering excellent customer service in a tough environment. <i>Jo Ray, executive director, Karbon Homes</i> <i>Chair: Jon Mallen Beadle, vice chair, CIH North East regional board</i></p>	
16:45	<b>DAY ONE of conference closes</b>	
19:00 - 19:30	<b>Pre dinner drinks</b>	<p>Sponsored by: ESH Property Services</p> <p><b>ESH PROPERTY</b>  SERVICES</p>
19:30 - Late	<p><b>Dinner - followed by entertainment</b> Join us for our annual conference dinner with entertainment from Guy Browning.</p>	

DAY TWO

09:00 - 09:30	<b>Delegate registration and exhibition viewing</b>	
09:30 - 09:40	<p><b>Chair's welcome and introduction</b> <i>Melanie Smith, chair, CIH North East regional board</i></p>	
09:40 - 10:10	<p><b>Opening keynote: Future of social housing</b> Baroness Armstrong will outline her thoughts on the future of social housing and how we build strong balanced communities, particularly in light of the Grenfell Tower tragedy and the recent announcement that the government will bring forward a green paper on social housing. She will also discuss her vision for meeting the needs of vulnerable people through her role as chair of the Changing Lives board. <i>Baroness Hilary Armstrong, member, House of Lords</i> <i>Chair: Melanie Smith, chair, CIH North East regional board</i></p>	

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DAY TWO

10:10 - 10:40	<p><b>The Economic Landscape</b> Andrew will discuss the current economic landscape nationally and regionally, and how this is likely to impact business and the sector moving forward. <i>Andrew Hebden, deputy agent, North East Bank of England</i> Chair: <i>Melanie Smith, chair, CIH North East regional board</i></p>
10:40 - 11:10	<p><b>Refreshments and exhibition viewing</b></p>
11:10 - 12:10	<p><b>Masterclass 1</b> <b>Let's be even more extraordinary</b> Mark will discuss leadership of the future: diversity, creativity and co-creation. Organisations need to continuously adapt if they are to survive and thrive in an increasingly volatile business environment. Each and every one of us plays our part in leadership of the future by helping others to co-create towards positive outcomes. <i>Mark Brown, chief executive, The Dolphin Index</i> Chair: <i>Richard Friar, CIH North East regional board</i></p> <p><b>Masterclass 2</b> <b>Unconference New for 2017!</b> A chance for delegates to steer the discussion in groups around latest hot topics. The session will be facilitated by: <i>Andrew Smith, director, Savills</i> <i>John Walker, assistant director business strategy, planning and research, Gentoo</i></p>
12:10 - 13:10	<p><b>Keynote</b> <b>Regulatory update</b> In this keynote session, Fiona will give an insight into the latest developments around Regulation, and Mark - the key driver behind the Sector Scorecard - will talk about where we are right now and what is in store for the future going into 2018 <i>Fiona MacGregor, executive director of regulation, Homes and Communities Agency</i> <i>Mark Henderson, chief executive, Home Group (Life After Sector Score Card)</i> Chair: <i>Jon Mallen Beadle, vice chair, CIH North East regional board</i></p>
13:15 - 14:00	<p><b>Lunch &amp; Exhibition Viewing</b></p>
14:00	<p><b>Close of conference.</b></p>