

# EASTERN CONFERENCE

2-3 OCTOBER 2019  
HILTON CITY CENTRE  
CAMBRIDGE

Headline sponsor



# PROGRAMME

## Wednesday 2 October 2019 - Day One

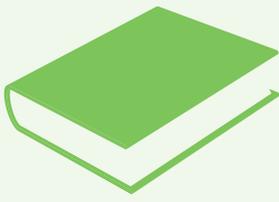
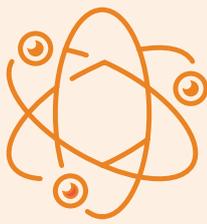
09.00	<b>Registration</b>	sponsored by 
	<b>Welcome address - Isaac Newton Suite</b> <b>Aileen Evans</b> , group chief executive, Grand Union Housing Group	
10.15	<b>Setting the scene - Isaac Newton Suite</b> This session will look at the current landscape for the sector, exploring the latest thoughts from CIH and the current opportunities and challenges for the sector and will include a timely update from the Regulator.  <b>Terrie Alafat, CBE</b> , chief executive, Chartered Institute of Housing and <b>Fiona MacGregor</b> , chief executive, Regulator of Social Housing	
11.00	<b>Exhibition viewing and refreshment break</b>	sponsored by  BUCKLES Solicitors
11.30	<b>Eating or heating - Isaac Newton Suite</b> The choice for many is between warmth and food. Come and listen to our inspirational speaker, Jack Monroe tell us how she works with those on the breadline and hear about her own struggle with poverty.  <b>Jack Monroe</b> , author and food poverty campaigner	

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12.30	<b>Masterclasses</b>		
	<b>Storytelling</b>	<b>Learning lab</b>	<b>Camp fire</b>
	<b>A1 - Ways of working</b>	<b>A2 - Housing management</b>	<b>A3 - Self-development</b>
	<p><b>Engaging customer experience - Tennyson Suite</b></p> <p>With a track record in leadership, customer service, innovation, staff engagement, managing change and performance management, Sam will tell the story behind UK Power Networks', success and provide some expert strategies to help set you up for success.</p> <p><b>Sam Fuller</b>, head of customer service, UK Power Networks</p> 	<p><b>The housing manager's inbox - Hawking Suite</b></p> <p>Succession planning, gas certificates and disrepair complaints are just a few of the topics coming into a housing manager's inbox. This means that keeping up to date with the latest case law is a vital aspect of the role. We'll provide delegates with an up-to-the-minute legal update on issues affecting the sector, giving you practical information to take away and use as soon as you get back to your inbox.</p> <p><b>Gail Sykes</b>, head of social housing, partner, Buckles solicitors and in-sector housing management gurus</p> 	<p><b>Powerful progression - Byron Suite</b></p> <p>Many of you will be in the early stages of your housing career journeys. Tell us what you need to step up the next rung on your own career ladder.</p> <p>Do you need advice on:</p> <ul style="list-style-type: none"> <li>• using social media to improve your professional presence?</li> <li>• the power of mentoring?</li> <li>• the importance of continued professional development?</li> <li>• how being a CIH member can help take your career to the next level?</li> </ul> <p><b>CIH Futures Outside In</b></p> 
13.15	<b>Exhibition viewing and lunch</b>		
		sponsored by  <b>BUCKLES</b> Solicitors	

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14.00

## Masterclasses

### Learning lab

### Fishbowl

### Think Tank

### Camp fire

### B1 - Ways of working

### B2 - Housing management

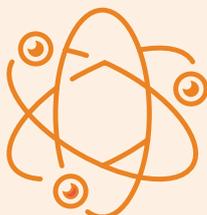
### B3 - Self-development

### B4 - Doing things differently

#### Channel shift - Hawking Suite

**Anna** talks about how behavioural insights can reduce rent arrears, increase tenant engagement, speed up access for gas servicing, reduce ASB and achieve channel shift - including self-service repairs reporting.

**Anna O'Halloran**, director, O'Halloran Consultants



#### Getting the basics right - Isaac Newton Suite

There has been a lot of recent media coverage on how social landlords have missed the basics, providing poor customer service. While we need to focus on growth and efficiency, Sam will highlight how Flagship are making sure they deliver the basics.

**Sam Greenacre**, head of housing, Flagship Group



#### Smart Leadership - changing mindsets in changing times - Tennyson Suite

Ruth is passionate about helping organisations to improve their productivity, talent attraction and business performance by implementing smart workforces. The proven methodology will enable you to leave this session with a toolkit of smart leadership techniques.

**Ruth Gawthorpe**, chief executive, Smart Revolution Working



#### Unlocking Eastern Potential - innovation through partnerships and joint ventures can help us do more for the region - Byron Suite

Hear directly from Sara Thakkar how a bold new approach to partnership working is helping bring organisations together to help solve the regional housing shortage. Sharing insights into Colne's growth strategy and the role JVs can play in increasing supply, she will be joined by Phil Murton, of Icen Homes, a unique development partnership between three East Anglian housing associations.

**Sara Thakkar**, chief executive, Colne Housing

**Phil Murton**, managing director, Icen Homes



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15.00	<b>Exhibition viewing and refreshment break</b>	sponsored by  <b>BUCKLES</b> Solicitors
15.30 - 16.30	<b>Businesses and customers of the future - Isaac Newton Suite</b> We take a look at how new technology and new business models can be introduced into the housing sector. <b>Ian Mitchell</b> , member board of directors, BGI Strategy on a Page and <b>Matthew Gardiner</b> , head of ideation, L&Q Group	
19.00	<b>Drinks reception and conference dinner</b>	sponsored by  <b>calfordseaden</b>

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# PROGRAMME

## Thursday 3 October 2019 - Day Two

09.00	<b>Registration</b>	sponsored by 
10.30	<b>Welcome address - Isaac Newton Suite</b> Alison Inman, board member, Colne Housing	
10.35	<b>Reflecting on the success of CIH's Make a Stand Campaign - Isaac Newton Suite</b> Make a Stand was launched in June 2018 as part of then-CIH president Alison Inman's presidential appeal to tackle domestic abuse and continued by the current CIH president, Jim Strang. It centres around a pledge that was developed in partnership with the Domestic Abuse Housing Alliance (DAHA) and our 2018 and 2019 presidential charity Women's Aid. Jim Strang, CIH President	
10.45	<b>Keynote: Raising awareness of coercive control - Isaac Newton Suite</b> After the murder of his mother and sister by their father, Luke Hart is shining a light on coercive behaviour and how it is blighting people's lives. Luke Hart - interviewed by Alison Inman, board member, Colne Housing	
11.45	<b>Exhibition viewing and refreshment break</b>	sponsored by 

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12.15

## Your choice of breakout topics and formats

### Fishbowl

### Learning lab

### Campfire

#### A1 - Ways of working

#### A2 - Housing management

#### A3 - Self-development

#### Co-Production - Isaac Newton Suite

South Yorkshire Housing Association (SYHA) has transformed their approach to co-design and quality enabling the organisation to win funding for new services like Age Better in Sheffield, a £6 million Big Lottery funded scheme that aims to tackle isolation and loneliness in Sheffield. SYHA's passion about the link between health, housing and social care, and that people who use these services should help design them, has led to successful services like Over2You, EatWell and Co:Create being formed in the past five years alone.

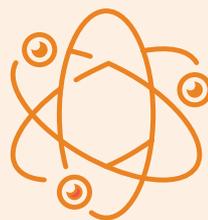
**Helen Phoenix**, head of co-design and improvement, South Yorkshire Housing Association and **Chris Hewitt**, manager, Co:Create



#### Meaningful tenant engagement - Hawking Suite

There is a renewed focus on how landlords listen to and engage with residents, and a fresh impetus to develop robust ways in which residents can be involved to shape the services they receive. Both the Government's green paper on social housing and recommendations from the Hackitt independent review emphasised the importance of empowering residents and ensuring that their voices are heard.

**Carole Burchett**, tenant of Soha Housing, **Russell Heath**, customer involvement advisor, Orbit Group and **Catherine Little**, executive director, Broadland Housing Association



#### The power of self-care and leadership - Tennyson Suite

This session will empower you to take control and reach the next level of success, whatever that is for you, whether that is career-wise, personally or readdressing your life's balance. By combining the power of self-care and leadership, Barry's unique approach to coaching blends 12 years' of executive leadership with years of yoga practice and teaching, ensuring that the outcomes are focused on your professional development.

**Barry Allard**, leadership and wellbeing coach



13.00

Exhibition viewing and lunch

sponsored by



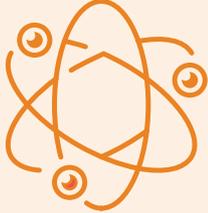
Perrin Myddelton

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14.00	<b>Your choice of breakout topics and formats</b>		
	<b>Campfire</b>	<b>Learning lab</b>	<b>Fishbowl</b>
	<b>B1 - Ways of working</b>	<b>B2 - Housing management</b>	<b>B3 - Self-development</b>
	<p><b>Social media - the future of customer experience - Tennyson Suite</b></p> <p>We live in a world where going viral can't be cured by antibiotics. Your customers will expect to interact with you and will be talking about you through social media. In this session you will hear about how you can ace social media to build your brand and deliver a quality customer experience.</p> <p><b>Rosie Newey</b>, social media manager, Stonewater <b>Joel Sampson</b>, sales manager, Resource - invited</p> 	<p><b>Safeguarding - Hawking Suite</b></p> <p>This session will look at the work of the Norfolk Safeguarding Adult Board and how it links to housing. It will explore an innovative approach to hoarding and self-neglect with the provision of psychological therapies to try and address the underlying issues experienced by adults with hoarding disorder - all key things for the modern housing professional.</p> <p><b>Walter Lloyd-Smith</b>, board manager, Norfolk Safeguarding Adult Board <b>Katie Docherty</b>, housing team leader, Broadland Housing Group <b>Kevin Gee</b>, tenancy support team leader, Broadland Housing Group.</p> 	<p><b>Owning your career - Isaac Newton Suite</b></p> <p><b>CIH Futures Outside In</b></p> 
15.45	<b>Exhibition viewing and refreshment break</b>		sponsored by  Perrin Myddelton
15.15	<b>...and now for something completely new, watch this space for more information</b>		
16.30	<b>Close</b>		