

CIH Eastern Region Conference and Exhibition

1 – 2 November 2017

The Cambridge Belfry, Cambourne



Day one: Wednesday 1 November 2017

09:00	<p>Registration and exhibition opens</p> <p>Kindly sponsored by LOVELL</p>
09:50	<p>Conference welcome Chair of conference: Mark Easton, home editor, BBC</p>
10:00	<p>Keynote: Thinking big in a time of change Gavin Smart, deputy CEO, Chartered Institute of Housing</p> <p>Against a backdrop of political and economic uncertainty we are fighting a housing crisis at a time where there are growing questions in terms of quality and affordability. Gavin will update us on where the sector is and where we need some 'big' thinking to move forwards.</p>
11:00	<p>Refreshments and exhibition viewing</p> <p>Kindly sponsored by BUCKLES Solicitors</p>
11:30	<p>Masterclass Sessions</p>
1.	<p>Innovative marketing and technology to drive sales and satisfaction Jameel Malik, LLB (Hons), head of service delivery, Cotman Housing part of Places for People Amy Nettleton, assistant development director – sales and marketing, Aster Group</p> <p>Join Amy and Jameel for a highly interactive session looking at how organisations can utilise digital marketing and technology to drive sales and satisfaction</p>
2.	<p>What's next for regulation? Jonathan Walters, deputy director, Strategy & Performance, Homes and Communities Agency</p> <p>Our world is changing and with it, so is regulation. Hear Jonathan share his thoughts and perspectives on where we are now and the future of regulation.</p>
3.	<p>Digital channel shift in Housing Kathy Valdes, managing director, Digital, Unite</p> <p>We all know that moving to digital can save time, money and drive up customer satisfaction. Hear from the experts on how we can 'shift' our customers from traditional platforms to digital services.</p>

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4.	<p>Unconference Session: What are the operational challenges which stand between us and success Alison Inman, vice president, Chartered Institute of Housing</p> <p>With so much going on in the sector, this is your space to learn from each other whilst discussing and debating the sectors burning strategic issues with everyone's favourite facilitator!</p>
12.30	<p>Lunch and exhibition viewing</p>
13:30	<p>Keynote: Economy and Brexit – the changes ahead Anthony Hilton, financial editor, Evening Standard</p> <p>We are in a period of complete economic uncertainty brought about by Brexit. What we need is an expert to try and guide us through this, providing analysis and insight regarding the challenges and opportunities we face. Good job we have one, Anthony is the former City Editor of The Standard and has won the World Economic Forum's most prestigious press award.</p>
14:30	<p>Refreshments and exhibition viewing</p> <p style="text-align: center;">  <i>Kindly sponsored by</i> </p>
15:00	<p>The big debate: Are we really making an impact on the housing crisis? Brian Robson, policy and research manager, Joseph Rowntree Foundation David McQuade, chief executive, Flagship Group Gavin Fisk, assistant director – housing, Babergh and Mid Suffolk District Councils Alison Inman, vice president, Chartered Institute of Housing</p> <p>We are still in the midst of a Housing Crisis with more and more people being locked out of the housing market and increasing homelessness. Are we doing enough? Brian, David, Gavin and Alison will debate this question providing their thoughts and insight on what more is needed and from whom to tackle this crisis.</p>
16:30	<p>Conference and exhibition closes</p>
19:00	<p>Conference drinks reception</p> <p><i>Kindly sponsored by</i> </p>
19:30	<p>CIH Eastern Conference Gala Dinner</p>

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Day two: Thursday 2 November 2017

09:30	<p>Registration and exhibition opens</p> <p>Kindly sponsored by LOVELL</p>
09:50	<p>Conference welcome</p> <p>Chair of conference: Mark Easton, home editor, BBC</p>
10:00	<p>Keynote: Making it happen in a time of change</p> <p>Alistair McIntosh, chief executive, HQN</p> <p>During the opening keynote session, Alistair will discuss how we can continue to deliver and offer quality services in a time of change and uncertainty as well as sharing the possible opportunities that lie ahead for the sector.</p>
10:45	<p>Refreshments and exhibition viewing</p>
11:15	<p>In the fishbowl: Key leaders in the region will discuss their current challenges</p> <p>Mary Gibbons, chief executive, Hundred Housing Society James Prestwich, head of policy, National Housing Federation Paul Kingston, director of housing & care services, Orwell Housing Association Karen Williams, head of housing management, Colchester Borough Homes Stephen Hills, director of housing, South Cambridgeshire District Council Patrick Odling Smee, service director for housing, Luton Borough Council</p> <p>Dive into this highly interactive session, lead by our panel of housing professionals, as they discuss the current challenges their organisations are facing and share experiences of how they are overcoming those issues.</p>
12:30	<p>Lunch and exhibition viewing</p>
13:30	<p>Masterclass Sessions</p>
1	<p>Homelessness - prevention and options</p> <p>Chris Hancock, head of housing, Crisis Alison Marlow, operations and training supervisor, LEAP Norwich Cynthia Hayford, strategic housing team leader, Dacorum Emily-Rae Maxwell, strategy, engagement & improvement team leader, Dacorum</p> <p>With increasing homelessness figures, tackling this issue is a priority for government and our sector. This interactive masterclass will reflect on good practice and provide lots of top tips and practical advice on how homelessness, prevention, allocations and options can effectively meet the needs of communities.</p>

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<p>2</p>	<p>The future of supported housing funding Domini Gunn, director of health and wellbeing, Consult CIH Carole Commosioug, Independent Living Manager, Housing Service, Social Care, Health & Housing Directorate, Central Bedfordshire Council</p> <p>This masterclass session will provide an update on the future funding of supported housing and also discuss what the new funding arrangements will mean for providers going forward.</p>
<p>3</p>	<p>Managing welfare reform Sam Lister, policy and practice officer, Chartered Institute of Housing Gary Vaux, head of money advice unit, Hertfordshire County Council</p> <p>Sam and Gary will explore the current state of play for welfare reform, policy and the changes and issues that lie ahead.</p>
<p>4</p>	<p>Unconference #innovation Dave Lockerman, head of housing & support services, Wellingborough Homes & CIH Eastern regional board Adam Clark, senior housing manager, Broadland Housing Association</p> <p>This is your session! Adam and Dave will facilitate a session where the floor is yours to debate the challenges and opportunities discussed over the day and any you feel we have missed. The aim is to leave the session with some innovative solutions.</p>
<p>14:30</p>	<p>Refreshments and exhibition viewing</p>
<p>14:45</p>	<p>Unconference session: Update on the recent legal changes Mike Owen, partner, Capsticks Solicitors LLP Gail Sykes, social housing & property litigation, Buckles Solicitors Nick Billingham, partner, Devonshire Solicitors Yasaman Patel, associate solicitor, Perrin Solicitors</p> <p>A legal session that you get to shape! Gain an update on all matters legal and discuss your current issues. Make sure you put your questions to them prior to the session!</p>
<p>15:45</p>	<p>Man on Bench David Tovey, Social Artist</p> <p>During this keynote session David will share his experiences of homeless life and also discuss his art career, showcasing the Man on Bench film which identifies that with a home you can rebuild your life.</p>
<p>16:30</p>	<p>Conference closes</p>

**Programme and speakers are subject to minor changes*