

Housing management theatre

**TOTAL
HOUSING**
The housing event for South East and London
2019

PROGRAMME

Wednesday 6 March 2019

09:45	Conference welcome Jo Ellis , operations director, Town and Country Housing
10:00	The housings manager's inbox - a legal learning lab Succession planning, gas certificates and disrepair complaints are just a few of the topics coming into a housing manager's inbox - which means that keeping abreast of the latest case law is a vital aspect of the role. This session will 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. Mark Foxcroft , solicitor, Devonshires Rebecca Brady , Legal executive, Devonshires
10:45	Rethinking allocations Hear the latest evidence from CIH's Rethinking allocations project, which is exploring how social housing is being allocated across England - and why Faye Greaves CIHCM , policy and practice officer, Chartered Institute of Housing
11:30	Refreshments and exhibition viewing
12:00	Dementia-friendly housing Good housing is a foundation for living well with dementia - from design features in the home, to services that support people to live well. This session will explore the action being taken across the housing sector, and look at the dementia-friendly housing charter, that helps organisations to understand how to future-proof their homes and services to support people living with dementia. Sara Miles , programme partnership manager, Alzheimer's Society Siobhan Moore , director of development, housing & care 21 Kris Peach , director of extra care, housing & care 21
12:45	Lunch and exhibition viewing
14:30	Managing universal credit successfully The ongoing roll-out of universal credit remains one of the biggest practical challenges facing front-line housing professionals. In this session several organisations will talk about their approaches to supporting claimants. Jackie Dacvorn , financial inclusion manager, Pheonix Community Housing Eugene Nixon , head of strategy & compliance, London Borough of Southwark Sam Lister , policy officer, CIH



15:15 **Refreshments and exhibition viewing**

15:45 **Handling complaints**

The social housing green paper identifies complaints handling as a vital area, but what does good look like? How do you make sure you are resolving complaints quickly and efficiently and how do you learn the lessons from complaints and use them to improve services?

John Goodwin, adjudicator & sector development trainer, Housing Ombudsman Service

Andrea Keenoy, interim housing ombudsman, Housing Ombudsman Service

Jo Ellis, operations director, Town and Country Housing

16:30 **chair's closing remarks**

16:45 **Drinks reception (exhibition hall)**

Sponsored by: **Anthony Collins**
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Thursday 7 March 2019

10:00	Conference welcome Nicki Morrison , head of lettings, resales and PRS, A2 Dominion Group
10:15	How far should we take digital engagement? Many landlords are redesigning their services and their approaches to tenant engagement to do more online. But are digital services always the answer? And if you are going digital, how do you make sure you get it right? Rich Denyer-Bewick , operations director, Citizens Online
11:00	Refreshments and exhibition viewing
11:15	How we've tackled domestic abuse - a showcase of good practice (including CIH Presidential Appeal) Social landlords have a crucial role to play in tackling domestic abuse and supporting people who have experienced it. With hundreds of landlords now signed up to CIH's Make a Stand campaign, this session will provide practical examples of how to do it. Jim Strang , CIH president Philonmena Azu , national development manager, DAHA
12:15	Lunch and exhibition viewing
13:00	Keeping people safe and well at home This session will explore how housing, health, social care, statutory and voluntary agencies are working collaboratively to support the mental health and wellbeing of communities through a focus on the home. Sharon Collins , director, Shared Ventures Patrick Fowler , shared Ventures Derek Streek , VIVID
13:45	Generic or specialist social housing management models? Generic or specialist housing management teams is a perennial question for social landlords. This session will explore the pros and cons of different approaches. Is there really a 'right' answer or are there ways of incorporating the best bits of both approaches? Jess Page , interim director of housing, Women's Pioneer Housing Ltd
14:30	Refreshments and exhibition viewing
15:00	Tenant empowerment and engagement The social housing green paper puts a really strong emphasis on landlords engaging with their tenants and listening to the tenant voice. This practically focused session will explore different approaches and showcase examples of good practice. Matt Champion , chief executive, Shepherds Bush Housing Group Leslie Channon , Insight lead, HACT
15:45	Chair's closing remarks Nicki Morrison , head of lettings, resales and PRS, A2 Dominion Group