Allocations, Lettings and Homelessness Conference & Exhibition

25-26 November 2014  |  Holiday Inn, Stratford-Upon-Avon

Kindly sponsored by:

www.cih.org/eventsfinder
About the Conference

In the past year mainstream print and broadcast media has increased its coverage of housing and homelessness issues, which has put housing options work in the spotlight like never before. The 11th CIH Allocations, Lettings and Homelessness conference will address the present challenges and explore future opportunities and risks.

This event will focus on issues such as the effects welfare reform is having on allocation of social housing, for example the increase in the number of hard to let dwellings due to social sector size criteria. Delegates will explore the affects reduction in public sector spending is having on money available to resource housing allocations functions as well as the need to make lettings schemes more efficient. Expert speakers will present on the need to ensure there is no unlawful use of B&B as well as analysing the affects the housing market is having on housing options, because the private rented sector is now the main cause of homelessness. There will also be sessions on young people’s prospects of affording somewhere to live and the opportunities for communities in providing education and employment.

An array of expert speakers from public, private and third sector organisations across the UK will share their experience and knowledge. Leading academics will also be present to disseminate the findings from the latest research on housing advice and lettings. With a general election taking place less than six months after this event has occurred, this event will be attended by political opinion leaders. Delegates will get the inside track on how the different parties understand and think about housing and homelessness implications.

The event is a must for professionals working in lettings and homelessness as we examine what is needed to deliver the best possible service for customers. Delegates will have the opportunity to attend 4 keynote and 4 workshop sessions throughout the two days. The conference will review the current impacts of today’s challenges and give key strategies to tackling the issues. In particular, delegates will explore and debate matters around bedroom tax, temporary accommodation, universal credit, accommodation options, choice based lettings, future policies and case law. A key feature of the conference will be the popular annual case law update from Jan Luba QC. This year’s event offers delegates the perfect opportunity to receive the information they really need to take back to their organisations and make a difference. Tweet your questions and comments to speakers before, during and after the event to @CIH_events using the hashtag #alh Email the questions you’d specifically like addressing by workshop facilitators to becky.ibbertson@cih.org before the conference, allowing facilitators to mould their sessions to your specific needs. Interact and stay connected with other conference delegates on LinkedIn by joining the group ‘Chartered Institute of Housing Events’.

What’s included

The delegate price includes a comprehensive delegate pack, a series of keynote and workshop sessions, all refreshments and lunch and a full and concise debrief summary report after the conference. If you are a CIH member continue your personal development by gaining 8 hours towards your CIH Continuing Professional Development.

Who Should Attend?

This national two day event is for Heads of Housing, Directors and Managers who are looking to drive improvement of their staff. It is also for front-line staff looking to keep up to date with the latest information around allocations and homelessness issues. The event is for Local Authorities, ALMO’s and Housing Association staff and those working in the voluntary sector, dealing with a range of lettings, allocations and homelessness strategies and implementation. This event will also be valuable to professionals such as health or welfare teams, and other areas within housing where lettings and homelessness policy impacts on their customers.

Accommodation and Facilities

Holiday Inn, Stratford-Upon-Avon, CV37 6YR

The Holiday Inn Stratford-upon-Avon hotel is in the heart of Shakespeare country. The hotel is set in landscaped gardens, and has complimentary parking for up to 350 cars. Stratford train station is 1 mile from the hotel, and Birmingham Airport 20 miles away.

Parking – There are 350 complimentary on site parking spaces available at the hotel.

Nearest Train Station – the nearest train station to the hotel is Stratford-upon-Avon and is accessed directly from Birmingham New Street. Train services from London takes just over 2 hours with a direct service from London Marleybone or Euston.

London Marylebone – Stratford-upon-Avon is 2 hours and Chiltern Railways runs a direct service every two hours.

London Euston – Birmingham is 2 hours 15 minutes. The train station is situated 1 mile from the hotel, there is a taxi rank outside of the train station. A taxi will cost about £5.

Driving Directions

The hotel is situated minutes away from junction 15 of the M40 and 20 miles from both Birmingham International Airport and the NEC.
Exhibition and Sponsorship

With such a wide range of delegates attending, this is an excellent opportunity for your organisation to be represented and to promote your products and services. Refreshments will be served in the exhibition area to give you high visibility and maximum exposure during the two days. The conference offers a variety of sponsorship opportunities to help create a lasting impression.

If you are interested in sponsorship or exhibition opportunities for this event please contact Dale Smith who will find an opportunity that fits your branding and organisational strategy.
Tel: 024 7685 1722 email: dale.smith@cih.org
www.cih.org/exhibitionandsponsorship

Terms & Conditions

• Please do not send any payment with this booking as you will be invoiced before the event, once we have administered your booking.
• All cancellations must be made in writing. If you cancel a booking more than 30 working days before the event, you will be charged a £70 administration fee per booking. If you cancel within 30 working days you will be charged the full fee.
• If you make a delegate name change against your original booking, there will be an admin charge of £30 + VAT per delegate.
• If you downgrade your booking from Residential to Day Delegate within 20 working days of the event you will be charged your original booking fee.
• If you are booking two delegates and sending a third delegate for half price, you need to send all three bookings together on the same form to qualify for this offer.
• Please note that the CIH cannot guarantee that delegates’ names will be printed on the delegate list and a badge will be produced, if bookings are received within 10 working days of an event.
• Please keep a photocopy of this form for your records, if possible.
• CIH Events will not be liable for reimbursing delegate fees if delegates are not able to attend an event due to circumstances out of the CIH’s reasonable control including, but not limited to weather conditions, fire, flood, transport strikes, closures or delays or any other Force Majeure or Act of God.
• CIH Events is subject to the usual CIH Terms & Conditions.

Limitation of Liability

• The Chartered Institute of Housing (CIH) accepts responsibility for accident, injury or loss suffered whilst attending this event if it is directly due to negligence on our part.
• Delegates are responsible for taking care of their own property.
• CIH accepts no responsibility for any loss incurred whilst using material or information gained at this event.

Cancellation of Events

• CIH may have to cancel an event. In this case, we will return any payments received in advance. We will not refund any other costs you may incur as a result of this cancellation.

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All CIH members are entitled to receive the discounted rate as indicated above. If you are not currently a CIH member and would like to benefit from this discount, along with a range of other offers, please contact Customer Services on 024 7685 1700 or by email on customer.services@cih.org or visit our website at www.cih.org/services/member/index.php

By submitting this booking I agree to the CIH terms and conditions.

Data Protection Act 1998

In making this booking your contact details will be stored on our database. We will use this data for the purposes of processing your booking and to contact you in the future with information about other CIH events and products that may be of interest to you. If you would prefer not to be informed of CIH products please tick this box.

Allocations, Lettings & Homelessness Conference & Exhibition
25-26 November 2014, Holiday Inn, Stratford-Upon-Avon
12.30 Lunch & exhibition viewing

Day One – 25 November 2014

Conference Programme

10.30 Delegate registration & exhibition viewing

11.30 Chairs welcome & introduction
Neil Morland, Managing Director, Neil Morland Housing Consultant Ltd

11.45 Keynote: What is happening to housing and the impact it is having on the most vulnerable
David Pipe, Policy and Practice Officer, CIH
Terrie Alafat, Director, DCLG
Housing has moved up the political agenda and is now a major part of the public debate as the 2015 election approaches. In this opening keynote session Terrie and CIH will present their thoughts on soaring housing prices particularly in rented accommodation and with welfare reforms hitting, what fundamental impact will this have on the vulnerable and what does this all mean to housing providers.

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12.30 Lunch & exhibition viewing
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13.30 Workshops

A1. Making Matches
Kim Gilden, House Exchange Manager, Circle
James Sheppard, Action Centre Manager, Affinity Sutton
This workshop explores the key role that mutual exchanges are playing in helping people affected by the bedroom tax to downsize.

A2. The Gold Standard Programme, one year on: peer reviews and the local challenges
Sean Bleasdale, Local Area Practitioner, National Practitioner Support Service
Rachel Lloyd, Local Area Practitioner, National Practitioner Support Service
The Gold Standard is the major government backed initiative for housing options services and many councils are now applying it. In this session Tracey and Anne will share the lessons learned so far.

A3. The impacts of the Care Act and safeguarding for housing
Sarah Davies, Senior Policy and Practice Officer, CIH
The Care Act establishes Safeguarding Adult Boards on a statutory basis. Although housing providers are not statutory partners, there are some significant implications and actions to protect adults at risk, which this workshop will explore.

A4. There’s always another way: alternatives to CBL
Mike England, Director, London Borough of Hammersmith & Fulham
Elaine Bastable, Housing Options Manager, Portsmouth City Council (invited)
Some organisations have turned away from a CBL approach to allocations while others didn’t follow this route in the first place. This session explores the alternatives.

A5. Universal credit and the impact it is having on allocations
Alice Ashworth, Senior Policy Officer, Crisis
Rachel Willoughby, Welfare Development Manager, Wakefield and District Council
This session will cover the impact on rent arrears, the roll out timetable, direct payments to landlords and the possible rules and impacts universal credit has had on housing options services and councils in helping tenants plan and manage budgets.

14.30 Refreshments & exhibition viewing

15.00 Workshops

B1. Getting things off on the right foot – how pre-tenancy training helps new tenants to manage their tenancy
Mel Godfrey, Housing Access Manager, Manchester City Council
Passport to Housing is a package of pre-tenancy training designed to provide tenant budgeting and money management. Learn how this scheme is one way to provide support and ensure tenants remain in their homes for longer.

B2. Outsourcing Local Authority Housing Options and Allocations Service
Neil Morland, Managing Director, Neil Morland Housing Consultant Ltd
Byronie Shaw, Head of Housing Options, New Charter Housing Trust
In this session speakers will present a session on outsourcing, combined services between local authorities, sub regional services and new ways that housing options/allocations services may be delivered in the future. New Charter Housing Trust will share their approach to operating contracted-out housing options services and how this might transfer to local authority areas in the future.

B3. Joint working to prevent homelessness and to meet discharge duties
Anna Whalen, Youth Homelessness Adviser, St Basils and Homeless Link
Deborah Garvie, Senior Policy Officer, Shelter
This session will cover the increasing legal challenges to local authorities to provide accommodation under the Children Act and Social Care Legislation. Anne and Deborah will clarify the law and give a view on effective joint working covering youth homelessness, vulnerable adults and intentionally homeless families.

B4. What do the latest temporary accommodation subsidy changes mean to you?
Darrell Smith, Housing Policy Division, Department for Work and Pensions
This session will focus on the guidance issued earlier this year by DWP on the reforms to temporary accommodation subsidy and changes from exempt accommodation to specified accommodation.

16.00 Keynote: “Ticking the Box for Housing”
Gavin Smart, Deputy Chief Executive, CIH
Paul Noblet, Head of Public Affairs, Centrepoint
Kathleen Kelly, Programme Manager in Policy and Research Department, Joseph Rowntree Foundation
With the political parties assembling their manifestos ahead of the 2015 Election, the eyes of housing professionals will be on the policies they propose for the next Parliament. Speakers from key think tanks as well as the CIH deputy chief executive will provide an insight into what is going on and outline the importance of housing and the prevention of homelessness and how as housing professionals we can influence thinking during the political election campaign.

17.00 Day one of conference closes

19.30 Pre-dinner drinks reception

20.00 Conference dinner and entertainment

Day Two – 26 November 2014

19.00 Registration, refreshments & exhibition viewing

9.35 Chairs welcome & introduction
Neil Morland, Managing Director, Neil Morland Housing Consultant Ltd
9.45  **Keynote: Housing case law update**
Jan Luba QC, Lawyer, Garden Court Chambers
Legal expert and Barrister Jan Luba will present his ever popular case law update on recent legal changes and direct delegates through legal minefields.

10.45  **Refreshments**

**11.10 Workshops**

C1.  New thinking in choice based lettings
David Mullins, Professor of Housing Policy, University of Birmingham
This workshop will outline the implications of two major shifts in the context for allocations policies; the shift from choice to conditionality and the shift from social housing to private rented sector for low income households. David recently worked with the Joseph Rowntree Foundation on an evaluation of a of a sub regional choice based lettings scheme in North Yorkshire and will draw on the findings of that evaluation to inform his presentation.

C2.  Introducing a new value based lettings system
Anna Fryer, Neighbourhoods Director, Incommunities
From June 2014 social housing started to be allocated by a Value Based Lettings (VBL) system in Bradford. The Choice Based Lettings system is no longer used. Hear about how Bradford City Council put this into place; the differences and challenges they have faced and the future of VBL.

C3.  Delivering Local Authority Housing Options and Allocations Services – overcoming challenges and new ideas
Andy Gale, Housing Consultant
This session will outline the challenges faced with housing options and allocations services and Andy will also share new ideas to improve services.

C4.  The ‘No Second night out success story’ but how do you deal with entrenched rough sleepers and those on the street with no recourse to benefits?
Petra Salva, Director, No Second Night Out
Jenny Travassos, Commissioning Manager Rough Sleeping, Westminster Council
This workshop session looks at the challenges faced with consistent rough sleepers not responding to the traditional models of resettlement and will cover dealing with the influx of rough sleepers from abroad.

C5.  Reducing the use of B&Bs
Leuan Apleen, Local Area Practitioner, National Practitioner Support Service
Rachel Lloyd, Local Area Practitioner, National Practitioner Support Service
NPSS and one of the seven local authorities given additional funding by DCLG to reduce the number of households in B&B will deliver a practical workshop sharing the learning from the seven local authorities.

**12.10 Lunch & exhibition viewing**

Lunch is sponsored by

**13.10 Workshops**

D1.  Integrating a Social Lettings Agency into your plans to meet housing need
Jim Crawshaw, Integrated Service Head-Homelessness & Pre Tenancy Services, Birmingham City Council
This workshop session explores the options available other than social lettings agencies in preventing homelessness.

D2.  Introducing a new value based lettings system
Anna Fryer, Neighbourhoods Director, Incommunities
From June 2014 social housing started to be allocated by a Value Based Lettings (VBL) system in Bradford. The Choice Based Lettings system is no longer used. Hear about how Bradford City Council put this into place; the differences and challenges they have faced and the future of VBL.

D3.  Back to back lettings
Michael Sinnott, Director, Inwell Valley Housing Association
This session will give delegates an insight into the back to back lettings scheme that Inwell Valley have put in place to prevent void periods, rent loss and tenants waiting long periods of time. Learn about the benefits compared to other methods and the challenges Inwell have overcome by adopting this somewhat controversial method.

D4.  Learning lessons from the Local Government Ombudsman on the latest research into homelessness and allocations
Neil Mackay, Local Government Ombudsman
This session will present the latest research from the Local Government Ombudsman following complaints concerning homelessness and allocations.

D5.  The new wave of hard to let properties
Sharon France, New Tenancy Manager, Wakefield and District Housing
This session delves into the challenges faced with ‘hard to let’ properties. Sharon will be answering burning questions such as should organisations be offering this type of accommodation to a different market? What incentives can be offered? Is the accommodation ‘fit to let’ to your prospective tenants?

**14.10 Keynote: The X Factor – Homelessness and Allocations, letting the TV cameras in, but who benefits?**

Laurence Coaker, Head of Housing Need, London Borough of Brent – Panorama, ‘Don’t cap my benefits, April 2013
Daisy-May Hudson, Author of ‘I Am One of Britain’s Hidden Homeless’ and Production Assistant at Vice Media
Panorama followed council officers in the London Borough of Brent for seven months to find out how the benefits cap was affecting families. Laurence will present to delegates on how going into tenants homes with the cameras and giving Britain a real insight into social housing, has been worth more to them than a thousand research papers but has also lead to some interesting debates. Daisy-May Hudson will share her experience of being homeless, the barriers that she faced and how she turned her experience into a story to inspire others.

**15.10 Close of conference**

*Programme may be subject to minor changes

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Some feedback from last year’s delegates:

“Very interesting topics and innovative ideas for us to take back to the office”

“Very well presented, very professional and very enjoyable”

“The conference is as always very well organised with excellent appropriate content”
BOOKING CODE: 15453

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☐ Other, please specify _________________________________________________________

Type of Delegate (please tick relevant boxes)

<table>
<thead>
<tr>
<th></th>
<th>Member Rate</th>
<th>Delegate Rate</th>
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<tbody>
<tr>
<td>A. Residential – Attendance on both days of the conference with bed, breakfast and conference dinner on the night of 25 November only</td>
<td>£499 + VAT</td>
<td>£549 + VAT</td>
</tr>
<tr>
<td>B. Non-residential both days – Attendance on both days of the conference with no accommodation or evening meal</td>
<td>£399 + VAT</td>
<td>£449 + VAT</td>
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<td>C. Non-residential day one only (25 November) with no accommodation or evening meal</td>
<td>£292 + VAT</td>
<td>£342 + VAT</td>
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<tr>
<td>D. Non-residential day two only (26 November) with no accommodation or evening meal</td>
<td>£292 + VAT</td>
<td>£342 + VAT</td>
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<tr>
<td>E. Conference dinner ticket for the evening of 25 November</td>
<td>£55 + VAT</td>
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Delegate Details

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Please give details of any specific access, diet or other needs for each delegate.

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3RD DELEGATE HALF PRICE

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Tel: 024 7685 1722  Fax: 024 7642 1973  e-mail: events@cih.org  web: www.cih.org/eventsfinder
9 REASONS NOT TO MISS THIS CONFERENCE

REMAIN UP TO DATE
with current Government thinking and latest policy developments in the allocations and homelessness agenda.

CURRENT CHALLENGES
Discuss how your organisation can respond and address the current challenges we face.

INNOVATIVE CHANGES
Find out about latest positive practice and innovative working.

ENGAGE
With high profile speakers, government representatives, specialists and practitioners.

LEADING PROFESSIONALS
Hear from leading professionals about new approaches to service delivery.

POLLICY AND PRACTICE
Remain up to date with current advancements in policy and practice.

UP TO DATE INFORMATION
Receive relevant and up to date information to take you forward in your day to day role.

INTERACTIVE WORKSHOPS
Participate and discuss your issues in lively and interactive workshops.

INTERACTIVE DISCUSSIONS
An excellent opportunity to network with fellow housing professionals and be involved with interactive discussions to influence future direction.

Your work is our business