

NORTH EAST CONFERENCE

8 - 9 NOVEMBER 2018
THE VERMONT HOTEL
NEWCASTLE

Headline sponsor



PROGRAMME

Thursday 8 November 2018

08:30	Registration, refreshments and exhibition viewing		
09:45	Welcome address Melanie Smith , chair, CIH North East board		
10:00	State of the region - economy Melanie Smith , chair, CIH North East board <i>In conversation with</i> James Ramsbotham , chief executive, North East Chamber of Commerce Terrie Alafat CBE , chief executive, Chartered Institute of Housing James and Terrie will discuss where we are now and how we get to where we want to be		
11:30	Refreshments and exhibition viewing Digitising our building stock - how can technology transform asset management? During the break our sponsor Your Homes Newcastle and q-bot will give a 10-minute demonstration exploring how new tools and processes can be used to capture detailed records of buildings and make better decisions.		
12:00	Breakout sessions		
	<p>Successful asset management</p> <p>An overview of key issues facing asset managers in the sector today. We will explore how organisations are improving their understanding of the performance of assets and how they are using this to inform a wide range of investment and "active" asset management decisions. We'll explore the active market for stock rationalisation in the North East and talk through what organisations might expect if they are considering either buying or selling stock in future.</p> <p>Cathy Osborn, director, Savills Melissa Madjitey, associate director Savills</p> <p>Chair: Melanie Smith, chair, CIH North East board</p>	<p>Housing management</p> <p>Housing management law masterclass</p> <p>Housing is an area underpinned by ever-evolving law and regulation. In this masterclass, John Murray, head of Ward Hadaway's social housing group will review the legal developments and milestones of 2018 and look ahead to what we might expect in 2019.</p> <p>The session will cover:</p> <ul style="list-style-type: none"> • Recent housing case law • New legislation/regulation • The rise in disrepair claims • Grenfell and the Hackitt Review <p>Chair: Phillip Pollard, Byker Community Trust Ltd and North East board member</p>	<p>Innovation</p> <p>How safe is your data?</p> <p>Jason Hart, award-winning cyber security expert and ethical hacker, will explore how to make sure that your systems and data are secure.</p> <p>Chair: Claire McMullen, Newcastle City Council and North East board member</p> <p>Breakout sponsor:</p> 

13:00	Lunch and exhibition viewing Digitising our building stock - <i>how can technology transform asset management?</i> During the break our sponsor Your Homes Newcastle and q-bot will give a 10-minute demonstration exploring how new tools and processes can be used to capture detailed records of buildings and make better decisions.		
14:00	Breakout sessions		
	The big picture Supported housing (dependent on autumn announcement) Learn how technology can help improve the way you develop and deliver housing and support. Dr Nichola Stefanou , head of clinical practice, Home Group Dave Wood , account director, Tunstall Chair: Helen Brindley , Home Group and North East board member	Housing management Customer excellence Explore new ways to use customer insight to shape your services and customer journey mapping to deliver brilliant results. Tom Wormald , managing director, Deliberata Chair: James Hudson , Beyond Housing and North East board member	Innovation Learn from the leaders Movers and shakers in the housing sector share their career journeys so far and lessons learnt on the way - inspiration guaranteed! You'll get the chance to ask questions on the best way forward for you. Jon Mallen Beadle , managing director, Gateshead Housing and CIH North Eastboard member Tom Winter , development manager, County Durham Housing Group Michelle Meldrum , executive director (operations), Gentoo Chair: Louise Taylor , County Durham Housing Group and North East board member Breakout sponsor: 
15:00	Refreshments and exhibition viewing		
15:30	The role of regeneration in solving the housing crisis Panel discussion highlight best practice and discussion on what is working, what isn't challenges, and barriers Vicky Miller , Head of Regeneration, Livin Housing David Roberts , director, Igloo Regeneration Anthony Lowther , Managing director, Gentoo Homes Chair: Angela Lockwood, group chief executive, Northstar		
16:30	Chair's closing remarks		
16:40	Close of conference		

Evening activities

19:00	Drinks reception	
19:30	Conference dinner and entertainment Dinner speaker: Rob Williamson, chief executive, Community Foundation	



Chartered
Institute of
Housing

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Making homes warmer together

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Friday 9 November 2018

09:00	Registration, refreshments and exhibition viewing		
09:30	Plenaries		
	<p>Rethinking social housing Hear about the lessons from CIH's Rethinking social housing project, which focused on three fundamental questions:</p> <ul style="list-style-type: none"> • What is social housing? • What does social housing do? • Who is social housing for? <p>Gavin Smart, deputy chief executive, Chartered Institute of Housing Chair: Paddy Gray, professor emeritus of housing, University of Ulster</p>		
10:30	<p>Regulatory update Insight into the latest developments around regulation Fiona MacGregor, chief executive of the regulator, Regulator of Social Housing Chair: Melanie Smith, chair, CIH North East board</p>		
11:00	<p>Refreshments and exhibition viewing Digitising our building stock - how can technology transform asset management? During the break our sponsor Your Homes Newcastle and q-bot will give a 10-minute demonstration exploring how new tools and processes can be used to capture detailed records of buildings and make better decisions.</p>		
11:30	Breakout sessions		
	<p>The big picture</p> <p>Going digital? How is digital technology changing the way social landlords deliver their services - and what are the pitfalls to avoid? David Done, chief executive, RHP Jill Haley, chief executive Byker Community Trust Chair: Richard Fryer, Karbon Homes and North East board member</p>	<p>Housing management</p> <p>Universal credit Get the latest on the continued roll-out of universal credit Matt Foreman, director of customer service, Your Homes Newcastle Angela Corner, Senior tenancy support services Manager, Thirteen Group Chair: Phillip Curran, Karbon Homes and North East board member</p>	<p>Innovation</p> <p>Agile working/future of work James Sanderson, Riverside Group and CIH Futures member Chair: Karen Anderson, North East board member</p> <p>Breakout sponsor</p> 

12:30	<p>Lunch and exhibition viewing</p> <p>Digitising our building stock - <i>how can technology transform asset management?</i> During the break our sponsor Your Homes Newcastle and q-bot will give a 10-minute demonstration exploring how new tools and processes can be used to capture detailed records of buildings and make better decisions.</p>
13:30	<p>Connectivity, consumers, collaboration</p> <p>What will the world of social housing look like in five years? Technology, consumer expectations and behaviours, and a changing sector will have changed the homes we build, the services we provide and how we procure and deliver. This session will explore emerging global trends before drilling down into the changing face of the sector and what it might mean on the ground today, tomorrow and beyond.</p> <p>Boris Worrall, chief executive, Rooftop Housing Group Chair: Jon Mallen Beadle, MD Gateshead Housing Company and Vice Chair, North East Board</p>
14:20	<p>Break</p>
14:30	<p>Innovation in customer service</p> <p>The relationship between landlord and tenant is constantly evolving, but can it ever be a traditional customer relationship or does being a landlord mean doing things differently? What can housing organisations learn from other sectors which have transformed the way they work to meet the needs of their customers? In this session Linda Moir, Virgin Atlantic's former director of customer service and the woman that headed up the event services for London 2012, gives crucial lessons on customer service. Linda is a motivating speaker who will make you think differently about how service leads to growth and development.</p> <p>Linda Moir, former director of customer service Virgin Atlantic and Head of Event Services, London 2012 Olympic Games Chair: Melanie Smith, chair, CIH North East board</p>
15:30	<p>Chair's closing remarks</p>

*Programme and speakers may be subject to change.

