



**Chartered Institute of Housing  
South East Conference 2017  
6-8 March 2017, Brighton**

**What next for housing?**

**Day 1 – Monday 6 March 2017**

13.30 – 14.00	Registration and exhibition opens 
14.00 – 14.15	<b>Chair’s keynote address and conference welcome</b> <b>Anne Chapman</b> , chair, South East regional board
14.15 – 14.45	<b>Keynote session</b>  <b>Opening keynote from celebrity speaker</b>  Chair: <b>Anne Chapman</b> , chair, South East regional board
15.00 – 15.45	<b>Keynote session</b>  <b>“ Question Time” - What next?</b> We asked for your burning questions in advance of today’s session. Attend to hear the answers along with stimulating debate amongst our panel of industry experts.  Panel chair: <b>Alison Inman</b> , vice president, Chartered Institute of Housing Panel members: <b>Alison Gelder</b> , chief executive, Housing Justice <b>Simon Fanshawe OBE</b> , partner, Diversity by Design
15.45 – 16.15	Drinks reception - <b>Official exhibition opening from the CIH stand</b>   <b>MOUNTJOY</b> Integrity, built-in.
16.15 – 17.15	<b>Sub plenary</b>  <b>Housing to encourage independence and inclusion for older residents</b>

	<p>As life expectancy in the UK continues to rise year on year we need to look at innovative housing solutions that offer more than a standard care home. Hear from the organisations working in healthcare and with our ageing population to deliver feasible solutions.</p> <p>Chair: <b>Gill Peckham</b>, CIH South East board member  <b>Helen Watson</b>, service manager – health and wellbeing, Family Mosaic Housing Association  <b>Ben Webb</b>, health and wellbeing team manager, Family Mosaic  <b>Bruce Moore</b>, chief executive, Housing &amp; Care 21</p>
16.15 – 17.15	<p><b>Master class 1</b></p> <p><b>Partnerships and joint venture structures</b></p> <p>This session will explore the need for innovative thinking in regards to joint working. A case study on CoastalSpace will be discussed along with an outline of the joint venture structures available.</p> <p>Chair: <b>Graham Maunders</b>, CIH South East board member  <b>Neill Tickle</b>, director of development, Amicus Horizon  <b>Tonia Secker</b>, partner, Trowers and Hamlin  <b>Andrew Palmer</b>, assistant director housing and built environment, Hastings Borough Council</p>
16.15 – 17.15	<p><b>Master class 2</b></p> <p><b>Health and well being in our communities - how to measure the social value</b></p> <p>Is there a direct link between our homes and communities, and our wellbeing? This masterclass will discuss how there is indeed a connection, as well as how to gauge the outcomes which may at first glance seem intangible.</p> <p>Chair: <b>Domini Gunn</b>, director, CIH Consult  <b>Merron Simpson</b>, chief executive, New NHS Alliance  <b>Ben McGannan</b>, managing director, Wellbeing People  <b>Caroline McBride</b>, head of community development, Golding Homes</p>
17.15	<b>Conference and exhibition closes</b>
20.00	<p><b>Quiz night</b>  Revolution Bar</p> 

**Day 2 – Tuesday 7 March 2017**

9.00 – 9.45	Registration and exhibition opens 
9.45 – 10.00	<b>Chair's welcome</b> <b>Anne Chapman</b> , chair, South East regional board
10.00 – 10.45	<p><b>Keynote session</b></p> <p><b>Housing – the political agenda</b></p> <p>This keynote session will aim to demystify the newly published White Paper and what it means in real terms for the industry.</p> <p><b>Chair: Terrie Alafat CBE</b>, chief executive, Chartered Institute of Housing</p>
10.45 – 11.30	<p><b>Keynote Session: Panel discussion</b></p> <p><b>Right here, right now: developing more, developing now</b></p> <p>To meet the ever increasing housing demand, seemingly disparate organisations need to work together to achieve this. This session will investigate the roles of those invested in the process as well as how to balance between helping communities and making a financial return.</p> <p><b>Chair: Gavin Smart</b>, deputy chief executive, Chartered Institute of Housing <b>Fiona MacGregor</b>, executive director of regulation, Homes and Communities Agency <b>Melanie Leech</b>, chief executive, British Property Foundation <b>Jamie Ratcliff</b> – assistant director – housing, Greater London Authority</p>
11.30 – 12.00	<b>Refreshments in exhibition hall</b>
11.35 – 11.55	<p><b>Community Think Tanks</b></p> <p><b>Temporary Accommodation- Looking for Solutions</b></p> <p><b>John Taylor</b>, managing director, Housing Management Services</p> <p>This session delves into the partnership between Mears and Bromley Council which has been badged as a solution to the demand for temporary accommodation in the borough.</p> <p><b>Supported by</b>   <small>Making People <i>Smile</i> www.mearsgroup.co.uk</small></p>

12.00 – 13.00	<p><b>Sub plenary</b></p> <p><b>Developing affordable housing in the current economic climate – panel discussion</b></p> <p>Speakers from diverse areas such as finance, development and product innovation will share their expertise and debate affordable housing from their perspectives.</p> <p>Chair: <b>Andy Staniford</b>, CIH South East board member  <b>Alex Notay</b>, director of product and service innovation, Places for People  <b>Piers Williamson</b>, chief executive officer, Affordable Housing Finance plc  <b>Daren Nathan</b>, development director, Durkan</p>
12.00 – 13.00	<p><b>Master class 1</b></p> <p><b>So you think you can negotiate? Tips and tools to get the best deal every time</b></p> <p>Negotiation is one of the most important skills in business, yet so many people avoid it, fear it or make mistakes that result in sub-standard deals or contracts. In this interactive masterclass globally recognised negotiation expert (with prior experience in housing!) Natalie Reynolds will provide the tools and tips you need to secure the most sustainable and profitable agreements in a commercial or more general setting.</p> <p>Chair: <b>Gill Peckham</b>, CIH South East board member  <b>Natalie Reynolds</b>, chief executive, advantageSPRING</p>
12.00 – 13.00	<p><b>Master class 2</b></p> <p><b>Delivering the digital evolution – impact on staff and customers</b></p> <p>With technology drastically changing many industries it can feel as though housing is falling behind. Hear from the organisations who are harnessing tech to innovate systems for tenants which increase stakeholder satisfaction and save time and money.</p> <p>Chair: <b>Andy Staniford</b>, CIH South East board member  <b>David Leach</b>, director of digital and customer services, Orbit Housing  <b>Nick Atkin</b>, group chief executive, Halton Housing Trust</p>
13.00 – 14.00	<p><b>Lunch in the exhibition halls and exhibition viewing</b></p>
13.00 – 14.00	<p><b>Private lunch roundtable (invite only) hosted by Gavin Smart, deputy chief executive, Chartered Institute of Housing</b></p>

	<p><b>Regeneration and place making</b></p>
13.15 – 13.35	<p><b>Community Think Tanks</b></p> <p><b>Modern maintenance delivery models and the future workforce</b></p> <p><b>Jane Nelson</b>, executive director, Mears Group</p> <p>The days when social landlords only had 2 choices for the delivery of their maintenance services are long gone. There is now a menu of options for such landlords to consider. This session will provide a whistle-stop tour of some of these modern models. It will go on to suggest that the workforce similarly needs to change to reflect modern expectations and to address the looming skills shortage and suggests that a more diverse workforce needs to be a key part of any solution.</p> <p>Supported by   <small>Making People <i>Smile</i>  www.mearsgroup.co.uk</small></p>
14.00 – 14.45	<p><b>Keynote Session: Panel Discussion</b></p> <p><b>The Brexit Trigger – a future outside of the EU</b></p> <p>Brexit has been in the news for nearly a year now but do we really know what it will entail for housing? Hear from economists and the media for their in depth analysis of what we can expect from a future Britain outside of the EU.</p> <p>Chair: <b>Anne Chapman</b>, chair, CIH South East board  <b>David Davis</b>, Secretary of State for Exiting the European Union – <b>invited</b>  <b>Vicky Pryce</b>, board member, Centre for Economic and Business Research  <b>Jeff Matsu</b>, senior economist, RICS</p>
14.45 – 15:15	Refreshments in the exhibition halls
14.50 – 15.10	<p><b>Community Think Tanks</b></p> <p><b>Repairs and Maintenance: An innovative approach</b></p> <p><b>Peter Baldwin</b>,  <b>Sharon Millard</b>, executive director of customer services, Richmond Housing Partnership</p> <p>We take a look at digital inclusion including our 'Fit for Five' approach. Empty properties will be renovated to a higher standard, so that they can withstand family life for five years with little or no need for repairs.</p>

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15.15 – 16.15	<p><b>Sub plenary</b></p> <p><b>Off site construction homes – the solution to the housing crisis?</b></p> <p>Housebuilding is always in the news in the UK, usually for the wrong reasons. The industry is consistently not building enough to cover the needs of the country and in particular the South East region. This session will outline the newest in technology and capabilities that enterprising companies are using to move towards solving this major issue.</p> <p>Chair: <b>Gordon Perry</b>, chief executive office, Accent Group Housing  <b>Pete Gladwell</b>, head of public sector partnerships, LGIM real assets, Legal &amp; General Investment Management  <b>Rory Bergin</b>, partner, HTA Design LLP</p>
15.15 – 16.15	<p><b>Master class 1</b></p> <p><b>What to expect of welfare reforms</b></p> <p>This interactive session will allow delegates to share the lessons they've learned and best practice they've picked up along the way with guidance from expert speakers.</p> <p>Chair: <b>Amy Cheswick</b>, CIH South East board member  <b>Richard Bampton</b> - income recovery manager, A2D  <b>Sam Lister</b> - policy and practice officer, Chartered Institute of Housing</p>
15.15 – 16.15	<p><b>Master class 2</b></p> <p><b>Homelessness in 2017</b></p> <p>CIH President Julie Fadden will chair this session discussing an issue which despite best efforts is getting worse in areas such as London and the South East. Hear from Crisis on their work as well as Homeless Link on the Housing First movement.</p> <p>Chair: <b>Julie Fadden</b>, president, Chartered Institute of Housing, and chief</p>

	<p>executive, South Liverpool Homes</p> <p><b>Jo Prestidge</b>, innovation and good practice project manager, Homeless Link</p> <p><b>Chris Hancock</b>, head of housing, Crisis</p>
16.15 – 17.00	<p><b>Keynote Session</b></p> <p><b>More than just a home – building communities</b></p> <p>Félicie and Tom will discuss regeneration in the South East and how we can design smart housing to move from isolated neighbourhoods to cohesive ones.</p> <p>Chair: <b>Graham Maunders</b>, CIH South East board member</p> <p><b>Felicie Krikler</b>, director, Assael Architecture</p> <p><b>Tom Titherington</b>, executive director of property and growth, Catalyst Housing Limited</p>
17.00	<b>Conference and exhibition closes</b>
18.00	<p><b>Drinks reception</b> Brighton i360</p> 

### Day 3 – Wednesday 8 March 2017

9.00 – 9.45	<p><b>Registration and exhibition opens</b></p> 
9.45 – 10.00	<p><b>Chair's welcome</b></p> <p><b>Anne Chapman</b>, chair, South East regional board</p>
10.00 – 11.00	<p><b>Keynote Session: Panel Discussion</b></p> <p><b>The leadership of the future</b></p> <p>More and more we're seeing organisations in our industry moving forward in new and innovative ways. How can we be the force of change? Hear from the 2016 Rising Star winner Alice and Steve on their journeys and how they're effecting positive changes in their companies.</p>

	<p><b>Alice Smith</b>, winner of Rising Stars and business development manager, Chartered Institute of Housing</p> <p><b>Steve Douglas</b>, partner, Altair Housing Consultancy</p>
11.00 – 11.30	<b>Refreshments in the exhibition halls</b>
11.05 – 11.25	<p><b>Community Think Tanks</b></p> <p><b>Building Resilience in New Homes</b></p> <p><b>Tony Biddiscombe</b>, head of business development, Mears New Homes</p> <p>This session showcases what we have delivered with examples of how we have supported existing clients when building new homes. We also look to the future in terms of funding and growth.</p> <p><b>Supported by</b>   <small>Making People <i>Smile</i> www.mearsgroup.co.uk</small></p>
11.30 – 12.30	<p><b>Sub plenary</b></p> <p><b>Understanding organisational culture for business success</b></p> <p>This session will look at developing a healthy internal work culture to enforce a positive cycle whereby customer services provided are of a high quality and in turn the organisation stays healthy and keeps employees happy.</p> <p>Chair: <b>Anne Chapman</b>, chair, CIH South East board  <b>Geeta Nanda</b>, chief executive, Thames Valley Housing  <b>Anna Colban</b>, project manager, corporate governance and reporting, Financial Reporting Council</p>
11.30 – 12.30	<p><b>Master class 1</b></p> <p><b>Innovation for success</b></p> <p>Following on from the Dolphin Innovation Index and similar, hear from the leaders who are radically changing the face of their organisations into uncharted areas. How does your organisation stack up? Bring your ideas for discussion with both speakers and other delegates.</p> <p>Chair: <b>Andy Staniford</b>, CIH South East board member  <b>David Done</b>, chief executive, Richmond Housing Partnership</p>
11.30 – 12.30	

	<p><b>Master class 2</b></p> <p><b>Influencing the planners</b></p> <p>Hear from the experts on the other side of the housing / planning relationship on the tips they have for pushing development plans through the process in this extremely informative masterclass.</p> <p><b>Kate Henderson</b>, chief executive, Town and Country Planning Association – <b>invited</b></p> <p><b>Mike Hill</b>, group procurement director, Countryside Properties – <b>invited</b></p> <p><b>Paul Hackett</b>, director, Smith Institute</p>
12.30 – 13.30	<p><b>Lunch in the exhibition halls and exhibition viewing</b></p>
12.30 – 13.30	<p><b>Private lunch roundtable (invite only) hosted by Terrie Alafat CBE, chief executive, Chartered Institute of Housing</b></p> <p><b>The public perceptions of social housing</b></p>
12.45 – 13.05	<p><b>Community Think Tanks</b></p> <p><b>Big Data: Enhancing the delivery and response</b></p> <p><b>Dave Pearce</b>, IT business manager, Mears Group plc</p> <p>Join us as we explore the use of big data with Moat Housing. Mears is responsible for undertaking repairs and maintenance on approximately 11,500 of Moat’s properties. The areas covered include Essex, Hertfordshire, South and East London, the South Coast, Canterbury, Medway and Tonbridge.</p> <p><b>Supported by</b>   <small>Making People <i>Smile</i>  www.mearsgroup.co.uk</small></p>
13.30 – 14.30	<p><b>Keynote session</b></p> <p><b>Models for joint working</b></p> <p>Have you been thinking of new ways of working for the future? Don’t fall behind; attend this keynote session to hear case studies of successful joint working and how you can get involved to ensure the future of your organisation.</p> <p>Chair: <b>Terrie Alafat CBE</b>, chief executive, Chartered Institute of Housing  <b>Ann Santry CBE</b>, chief executive, Sovereign Housing</p>

	<p><b>David Montague</b>, chief executive - L&amp;Q</p> <p><b>David Mowat</b>, parliamentary under-secretary of state for community health and care – <b>invited</b></p> <p><b>Ian Fitzpatrick</b>, director of services, Eastbourne and Lewes Council</p>
14.30 – 15.00	<b>Refreshments in the exhibition halls</b>
14.35 – 14.55	<p><b>Community Think Tanks</b></p> <p><b>Making more of apprenticeships</b></p> <p><b>Heather Hughes</b>, group learning and development manager, Mears Group</p> <p>Many of our most senior people started their working life as apprentices. In recent years Mears has extended apprenticeships opportunities beyond the traditional trades and into areas such as customer service and business and administration. Investing our time and money into apprentices creates a pool of future employees who are trained to work in the Mears way.</p> <p>Supported by   <small>Making People <i>Smile</i>  www.mearsgroup.co.uk</small></p>
15.00 – 15.45	<p><b>Keynote session</b></p> <p><b>The public's perceptions of social housing tenants - Panel debate</b></p> <p>Following on from rave reviews on this topic at other conferences we will continue the seemingly never ending debate as to how the public feels about our industry, and what can practically be done to change those views.</p> <p><b>Panel chair: Jenny Osbourne</b>, chief executive, Tpas</p> <p><b>Catherine Little</b>, assistant director of strategy and governance, Soha Housing</p> <p><b>Rob Gershon</b>, tenant and blogger</p> <p><b>Martin Hilditch</b>, editor, Inside Housing</p>
15.45 – 16.45	<p><b>Sub plenary</b></p> <p><b>The value of accredited housing professionals</b></p> <p>Employees, you may have completed qualifications to become an expert, but do you feel that some of your talent and knowledge is wasted? And employers, do you fully utilise the skill set you have within your organisations? Gain insight as to how both sides can benefit from an awareness of the talent harnessed within your business.</p>

	<p>Chair: <b>Nicki Morrison</b>, CIH South East board member  <b>Michael Newey</b>, chief executive, Broadland Housing Group – <b>confirmed</b>  <b>Sue Sargeant</b>, director of housing, Notting Hill Housing Trust - <b>invited</b></p>
15.45 – 16.45	<p><b>Master class 1</b></p> <p><b>Housing law update and tool kit</b></p> <p><b>Dean Underwood</b>, barrister and chair of the Social Housing Law Association, Cornerstone Chambers – <b>confirmed</b>  <b>Tim Crook</b>, senior partner, housing law services LLP – <b>confirmed</b></p>
16.45	<b>Conference and exhibition closes</b>

\* Programme and speakers may be subject to minor changes