

PROFESSIONALISM IN HOUSING

3 DECEMBER 2019

THE TRINITY CENTRE,
CAMBRIDGE

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PROGRAMME

Tuesday 3 December


9:30	Arrival and registration	
10:00	Welcome and Introductions Tara Devine , regional manager, CIH Isabel Varey (pictured), customer experience director at Stonewater Housing Isabel has recently started as a customer experience director for Stonewater Housing. She has come to Stonewater from Hightown Housing Association where she was a Head of Service in their care and supported housing department. Isabel is a chartered member of CIH and vice chair of the CIH East region board. Isabel has worked in a range of housing association and local authority environments, with experience spanning general needs, sheltered housing, specialist care and support, and homelessness. Isabel has led on operational and digital transformation projects.	
10:15	Where are we now? CIH policy update Melanie Rees , head of policy, CIH	
11:00	Quick comfort break and refreshment	
11:15	Professionalism - the role of data and behavioural insight Steven Johnson , chief behavioural officer, Voicescape	
11:45	Automation and professionalism - what does the future hold? (panel debate) Chair: Isabel Connolly , Stonewater Housing Ruth Trown , Trown Consultancy Richard Harvey , head of IT, Housing Solutions Plentific representative - name TBC	
12:30	Lunch and networking	
13.30	Professionalism - implications for how we think about complaints Aileen Evans , group chief executive, Grand Union In a career spanning over 30 years in social housing, Aileen Evans has worked in a variety of roles in both Housing Associations and Local Authorities. In July 2017 Aileen was appointed group chief executive of Grand Union Housing Group, having previously been the group's director of operations. Aileen has previously worked with the NHS to fund solutions to bed blocking. She is also a founder member of SHOUT, the campaign for Social Housing. Aileen is a qualified coach, vice president of the Chartered Institute of Housing and chair of the governing body of a local school.	

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14:00	<p>Housing development, planning and communities - the role of professionalism in an effective system (panel debate)</p> <p>Chair: Tom Kenny, RPTI representative - (TBC)</p> <p>Jack Burnham, executive development director, Thrive Homes</p> <p>Jack is development director at Thrive Homes, a 5,000 home housing association operating in the Northern Home Counties. Jack has over ten years experience working in the construction & housing sector in both the public and private sector working for and with developers, contractors, housing associations and local authorities.</p> <p>Debbie Wildridge, Community Land Trust East</p> <p>Suzanne Hemingway, strategic director, Cambridge CC</p> 
14:45	<p>Quick comfort break and refreshment</p>
15:00	<p>Visions for professionalism in the East region</p> <p>Ian Martin, executive director of operations, Estuary HA</p> <p>Alma Sheren, Greenacre Recruitment</p> <p>Steve Collins, chief executive, Rentplus</p>
15:45	<p>Chair and CIH closing remarks</p>
16:00	<p>Close</p>

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