**It’s Time to Deliver** - we know the direction of travel, the programme for government has been published, and the target has been set. We know that right to buy is ending, that homelessness continues to negatively impact too many lives, and that money is in tight supply. Ongoing welfare reforms and the uncertain status of European funding leave us walking a tightrope to continue providing services to communities that desperately need them. All of which means that it’s time for housing to deliver on new homes, resilient services and innovative solutions that continue to change peoples’ lives for the better.

TAI 2017 will dig into the detail of delivery. Our packed headline programme looks at the hottest topics in Welsh housing, as well as good practice from across Wales, the UK and Europe. The main stage is supported by three full programmes: the Think Tank, our Can Do Corner, and the development seminar – colour-coded to help you plan your time at TAI. As ever, more information including bookings, blogs, videos and more can be found at www.cih.org/tai - the online home of Wales’ premier housing conference.

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**DAY 1 – Tuesday 25 April**

<table>
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<th>Time</th>
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| 08.45 - 10.00 | Conference registration, exhibition viewing and networking
|         | Refreshments served in the exhibition hall.                                               |
| 09.40 - 09.50 | Official opening of the TAI 2017 conference exhibition
|         | Paul Diggory, Chair, CIH Cymru.                                                         |
| 10.00 - 10.10 | Plenary - Welcome to TAI 2017
|         | Paul Diggory, Chair, CIH Cymru and Gwynne Jones, Board Lead for Conferences and Events, CIH Cymru. |
| 10.10 - 10.20 | Plenary - Meet the new CIH Cymru Director
|         | Matthew Dicks will reflect on the challenges and opportunities facing the housing profession and CIH's continued role in supporting the development, resilience and knowledge-base of professionals across Wales. |
| 10.20 - 10.40 | Plenary - Supporting housing association sector development
|         | As head of RSL Sector Development for Welsh Government, hear Ian Williams highlight action to support the continued positive impact of the housing association sector in Wales. |
| 10.40 - 11.00 | Plenary - Chief Executive's Address
|         | Terrie Alafat CBE, Chief Executive, CIH.                                               |
| 11.00 - 11.30 | Refreshments, exhibition viewing and networking
|         | Refreshments served in the exhibition hall.                                              |
| 11.00 - 11.30 | The Think Tank - Practical solutions to include diversity at every level in the sector
|         | Hear about Chwarae Teg’s recent initiatives delivered in partnership with government and housing organisations aimed at increasing the number of women in construction careers, leadership and governance roles: Women Building Wales, #notjustforboys; Step to non-exec, Women in public life development scheme. Joy Kent, Founding Director, Joy Unlimited and Emma Tamplin, Collaboration Partner, Chwarae Teg. |
| 11.00 - 11.30 | Can Do Corner - Protecting VAT risk and managing VAT compliance
|         | Since HMRC can levy significant penalties for errors you need to play your part to ensure your organisation is compliant and taking reasonable care with its VAT affairs. Come and learn some of the basics and demystify VAT. Julie Rawlinson-Smith, Senior Manager, Centurion VAT Specialists. |
11.30 - 12.30 Workshop 1 - High performance achieved – using constructive challenge and equivalence
By using current, real workplace issues and an action learning style, this ‘live’ and lively session will enable participants to plan actions they will implement back in the workplace with Dr Mairi McLean, Associate Consultant Governance and Leadership and Patricia McCabe, Managing Director, Central Consultancy.

Workshop 2 – Housing law
Get the latest update on housing law from Bethan Gladwyn, Head of Housing Management at Hugh James Solicitors.

Workshop 3 – Delivery of co-operative housing in Wales
Co-operative housing has quickly become crucial in increasing the supply of affordable homes. Learn more about delivering the model in practice from Bronwen Lloyd, Director of Community Regeneration, Charter Housing Association and Dave Palmer, Co-operative Housing Project Manager, Wales Co-operative Centre.

Workshop 4 – Overcoming the poverty trap
With the number of people living in relative income poverty unchanged since 2006-2007, Chief Executive of the Bevan Foundation, Victoria Winckler reflects on the legacy within Welsh communities and the response needed across the housing profession.

12.30 - 13.30 Lunch, exhibition viewing and networking
Lunch served in the exhibition hall.

12.30 - 13.00 The Think Tank - Beating the skills shortage - The Schools Toolkit
As part of the Tradeswomen into Maintenance project Mears Group have developed a schools toolkit to encourage young people into the sector, hear from the people behind the design. Gainor Keeton, Project Manager (CITB Tradeswomen Projects), Mears Group and Sarah Bull, Apprentice, Celtic Horizons.

12.30 – 13.00 Can Do Corner – Check your equality health
Join Tai Pawb for this interactive and instant equality health check session based on our brand new QED Award framework! Complete a quick equality and diversity poll via your smartphone and view real time group statistics. Use the results as an instant benchmark, discuss with others and get some great ideas on how to take your results forward.

13.00 - 13.30 Can Do Corner – Tenancy Triage Q & A
Drop into our tenancy triage session for a live and interactive discussion with our tenancy fraud expert offering advice and answers to your questions on tackling tenancy fraud throughout the lifetime of the tenancy. Yvette Kottaun, Senior Investigation Officer, Powys County Council.

Your first opportunity to hear from this year’s crop of talented new-comers to the sector as they battle to win your votes to be awarded the title of New Housing Professional 2017.

13.40 - 14.25 Plenary - The role of housing in preventing Adverse Childhood Experiences (ACEs)
Janine Roderick, Policy Lead for Public Health and Policing at Public Health Wales and Bonnie Navarra, Assistant Police and Crime Commissioner for South Wales and Welsh Government Adviser will discuss the Public Health Wales work which has provided a powerful evidence base on the impact of Adverse Childhood Experiences on the Welsh population.

14.25 - 14.30 Plenary - New Housing Professional 2017 – What do you think the key issues for housing will be over the next 20 years? (video presentation)

14.30 - 15.30 Workshop 1 – The Wales Bill – The good, the bad and the ugly
As the Wales Bill passes through the UK Parliament hear from Steffan Hywel Evans of the Wales Governance Centre, Cardiff University as he guides you through the potential implications and opportunities of the bill.

Workshop 2 – Tenant engagement – advancing the relationship
With tenant engagement, participation and empowerment at the forefront of how housing professionals deliver services hear from David Wilton, Director of TPAS Cymru as he outlines opportunities to advance this relationship even further.

Workshop 3 – Rent Smart Wales and tackling homelessness
Learn more about the role of Rent Smart Wales in supporting local authorities to work closely with the private rented sector in addressing homelessness from Joy Williams, WLGA Local Authorities Homelessness, SP Senior Project Officer, Jennie Bibbings, Campaigns Manager, Shelter Cymru and Bethan Jones, Operational Manager, Rent Smart Wales.
Workshop 4 - Welfare Reform – Insight, intelligence and inspiration!
Get an update from CIH welfare reform expert Sam Lister as he draws on CIH research, member intelligence and insight to outline the pressing welfare challenges.

15.30 - 16.00 Refreshments, exhibition viewing and networking
Refreshments served in the exhibition hall.

15.30 - 16.00 The Think Tank - Asset Management: the complete property service
The session will provide an evidence based examination of good practice in repairs and maintenance service design and operation and an objective appraisal of the results and outcomes with Mathew Baxter, Managing Director, echelon and Neil Chidgey, Partnership Director, Celtic Horizons.

15.30 - 16.00 Can Do Corner - Frontline futures – leading change and making a difference
Frontline housing workers are facing increased pressure to deliver and the diverse range of skills they need to meet new demands and customer expectations is changing. Discover how you can develop a workforce which can thrive and survive in the 21st Century ensuring a bright future for frontline housing roles in Wales. Melys Phinnemore, CIH Cymru Development Partner.

16.00 - 16.20 Plenary - HA Regulation: learning and transition
Get an update on how regulation is keeping pace with a challenging external environment from Helen White, Chair of the Regulatory Board for Wales and Carol Kay, Head of Regulation Strategy at Welsh Government.

16.20 - 16.25 Plenary - New Housing Professional 2017 – How do you think you can contribute to the housing profession in Wales? (video presentation)

16.25 - 17.00 Plenary – Improving outcomes linking housing and primary care
As pressure increases on GP services, hear from Dr. Rebecca Payne, Chair of the Royal College of General Practitioners Wales on the challenges at the frontline and the opportunities to get better outcomes for people through closer working with housing professionals.

18.00 - 19.30 Women in Social Housing (WISH) North Wales Drinks Event at Park Plaza, Hotel - Invited guests only
Join the WISH North Wales Board for drinks and chat to find out more about WISH in Wales. Sponsored by Seddon.

19.30 - 01.00 Charity Party Night
Kuku Club, Park Plaza Hotel.
11.15 - 11.45 Refreshments, exhibition viewing and networking
Refreshments served in the exhibition hall.

11.15 – 11.45 Can Do Corner - Housing for asylum seekers and refugees
Exploring the housing needs of refugees and asylum seekers in Wales, this session is delivered by Wales Cities of Sanctuary, a project offering new ways to support asylum seekers and organisations working in Swansea and Cardiff during these challenging times.
Sohail Daredia, Treasurer, Swansea City of Sanctuary and volunteer mentor/member of speakers team and Kathryn Williams, Secretary, Swansea City of Sanctuary.

11.45 - 12.45 Workshop 1 - Addressing the trade skills shortage
Jane Nelson, Executive Director of Mears Group, will set out the business case for addressing the people shortage by changing the face of the workforce so that it reflects modern expectations. She will suggest that a more diverse workforce needs to be a key part of any solution to the skills gap and she will showcase some innovative tools to help make the necessary changes.
Chair: Alison Inman, Vice President, CIH.

Workshop 2 – The ideas mill – best practice in housing delivery
Featuring three shortlisted projects from the new idea category at the 2016 Welsh Housing Awards - Pembrokeshire Housing’s empty homes work, Melin Homes’ award winning Little by Little project and the winner of the CIH Cymru Members’ Choice award, Cartrefi Conwy for Home Partner.

Workshop 3 – The future of housing an ageing population
A panel discussion on the central role that housing needs to play in the context of demographic change in Wales chaired by Rebecca Mollart, Chief Executive, Erosh.

11.45 - 13.15 Screening of documentary ‘Half Way’
As one of BAFTA's Breakthrough Brits in 2015 Director, Daisy-May Hudson filmed her and her family's experiences - this powerful documentary offers exclusive access into one of the many ordinary families in Britain who have lost their home at the grip of a national housing crisis.

12.45 - 13.15 Can Do Corner – The Pioneer Programme – two organisations... one vision
Discover how leadership is a set of behaviours and relationships underpinned by specific personal beliefs and values. Effective leaders genuinely believe in what they are saying and demonstrate their personal convictions through their behaviours. Find out more about The Pioneer Programme, a brand new product brought to you by CIH Cymru and Learning to Inspire to support your organisation with its talent development challenges and to meet the needs of the housing sector's increasing agenda for change.

13.15 - 13.45 Can Do Corner - Designing constructive challenge – a taster
This session will draw on thinking around the relationship between trust and constructive challenge and the contribution that effective, open and inquisitive dialogue can make to improving both rigour and relationships at the top of organisations.
Patricia McCabe, Managing Director, Central Consultancy.

14.00 - 15.00 Workshop 1 – Developing the digital offer
Technology and digitalisation is providing a vast array of opportunities for organisations to transform the way that they operate. Michal Appleby, Altair’s Director for Organisational Excellence will provide insight into some of the existing innovations taking place in the housing sector and identify what can be learnt from others. The session will cover areas ranging from apps, to smart homes, customer insight and data.

Workshop 2 – Right to buy: the future in Wales?
Siân Jones, Partner at Blake Morgan will look at the current scheme, the Welsh Government’s intention to abolish it, the alternative schemes available for affordable home ownership and the lessons to be learned from Scotland.

Workshop 3 – Review of operational models to deliver asset management services
Lynda Sagona, Chief Executive, United Welsh, Keith Edwards, Independent Consultant Commentator and Mike Gammack, Director, Mears Group review the first wholly owned subsidiary model of its kind formed by United Welsh - Celtic Horizons in partnership with Mears.
Workshop 4 – Shortlisted projects from Welsh Housing Awards 2016
Hear how the ‘free from fear’ and ‘cause for concern’ projects have made a real difference to survivors and potential victims of domestic abuse.
Bronwen Lloyd, Director of Community Regeneration and Kay Helyar, Head of Sustainable Communities, Charter Housing Association.

15.00 - 15.30 Exhibition viewing and networking
Refreshments served in the exhibition hall.

15.00 – 15.30 Can Do Corner - Space Saviours - putting the grassroots into environmental project planning
Do you want more community involvement in regeneration? Want to hear about some real grassroots open space initiatives? Hear about this lottery-funded Space Saviours project and where it’s headed in the future.

15.30 - 16.15 Plenary - Housing First: re-shaping meeting housing need
Hear from Chief Executive of the Y Foundation - Juha Kaakinen on how it has gone about increasing the amount of affordable rental housing available to homeless people through a ‘housing first’ approach.

16.15 - 17.15 Plenary - Rt Hon Baroness (Shami) Chakrabarti CBE, member of the House of Lords and former director of Liberty
Shami turned Liberty into an effective and influential campaigning organisation, and is still a leading voice on civil rights. Shami will be sharing her view on the rights issues facing housing.

19.00 - 20.00 TAI 2017 Drinks Reception

20.00 - 23.00 TAI 2017 Conference Gala Dinner
Mercure Holland House Hotel
Featuring the announcement of the winners of New Housing Professional and Apprentice of the Year 2017.

DAY 3 – Thursday 27 April 2017

09.00 - 10.00 Conference registration, exhibition viewing and networking
Refreshments served in the exhibition hall.

10.00 - 10.10 Plenary - Welcome
Matthew Dicks, Director, CIH Cymru.

10.10 - 10.30 Plenary - Ministerial Address
The Cabinet Secretary for Children and Communities Carl Sargeant AM will reflect on the operating environment for housing professionals in Wales and his priorities in meeting the aims set out in the programme for government.

10.30 - 11.30 Plenary - WHQ Debate
How do local authorities step up their strategic housing role?
The need to boost the supply of high quality affordable homes continues to exercise and challenge. With the 20k affordable homes target set, this year’s WHQ debate focusses on how local authorities can step up their strategic housing role. Hear from local authority, housing association and private house builder representatives respectively, as they debate if and how local authorities can go further.

11.30 - 12.00 Exhibition viewing and networking
Refreshments served in exhibition hall.

12.00 - 12.30 Plenary - Daisy-May Hudson – Half Way
Daisy-May Hudson has been making waves as one of BAFTAs breakthrough Brits in 2015. Her first hand account of losing the home she shared with her family. ‘Half Way’ documents the realities of becoming homeless and their time spent living in temporary accommodation. In conversation with CIH Cymru Director, Matthew Dicks, Daisy-May will draw on her own experiences and insight.

12.30 - 13.00 Plenary - EcONomic:
Flicking the economic switch
The economic environment is fundamental to the work of housing professionals in delivering housing and sustainable housing-related services. CIH’s own Gavin Smart sets out the nature of the challenges and opportunities going forward.

13.00 - 13.15 Closing remarks
Paul Diggory, Chair, CIH Cymru

KEY
- Plenary
- Sub-plenary
- Workshop
- Think Tank
- Can Do Corner

Programme may be subject to change
TAI 2017, Wales’ premier housing conference and exhibition, Opportunities still available, to book your stand phone 029 2076 5760

2. Robert Price Builders Merchants Ltd
3. Utilita Energy Ltd
4. Wales Co-operative Centre
5a. Michael Dyson Associates Ltd

5b. Jefferies Ltd
   - 01443 858710
   - leigh.bullock@jefferiesltd.co.uk
   - www.jefferiesltd.co.uk
   - @JefferiesPR

6. Blake Morgan
7. Warm Wales/ Wales and West Utilities
8. Contract Services Group
9. BRC Recruitment

10. Central Consultancy and Training
    - 0121 285 6161
    - Janique.james@centralconsultancy.co.uk
    - www.centralconsultancy.co.uk
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12. Geldards LLP
14. Totaldoors UK Ltd
16. Space Saviours
18. Legrand Assisted Living Healthcare
19. TPAS Cymru
20. Gower College Swansea
22. SERS Energy Solutions Ltd.

23. Flintshire County Council
    - 01352 703434
    - Flintshire.Regen@flintshire.gov.uk
    - www.flintshire.gov.uk
    - @energyowlsfcc

24. SSE Plc
25. Deeplake

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    - publicsector@saintgobain.com
    - www.saint-gobain.com
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28. EDP Ltd

29. Mi-Space UK Ltd
    - 01392 370608
    - hmanning@mi-spaceuk.com
    - www.mi-spaceuk.com
    - @MidasGroupUK

30. Structherm Ltd

31. Powys e-thos hub
    - 01938 551123
    - info@e-thos.org
    - www.e-thos.org

33. Hugh James
    - 029 2022 4871
    - info@hughjames.com
    - www.hughjames.com
    - @HughJamesLegal

35. Soltherm EWI Wales Ltd.
    - 01446 700936
    - sales@solthermewi.co.uk
    - www.solthermewi.co.uk
    - @solthermewales
The 20,000 Affordable Homes Challenge

Development Seminar
Cardiff, Wednesday 26 April 2017

PROGRAMME

9.00 Registration and networking

9.30 Chair’s welcome
Gemma Clissett, Regional Partnerships Director, Lovell.

9.40 Update on the joint 20,000 affordable homes ‘Pact’ agreement with Welsh Government
Stuart Ropke, Chief Executive, Community Housing Cymru.

10.00 Challenges of increasing housing supply in Wales - planning, delivery, quality
What are the key logistical challenges for delivering the Welsh Government’s target of 20,000 additional new homes by 2021?
Robin Williams, Managing Director, Asbri Planning
Shane Perkins, Chief Executive, Mid Wales Housing Association
Mark Hand, Head of Planning, Housing and Place Shaping, Monmouthshire County Council
Mark Harris, Planning and Policy Adviser, HBF.

11.00 Refreshments, exhibition viewing and networking

11.30 More Innovative Homes – modular housing, making it work
Ian Shufflebotham, Director of Housing and Innovation, Willerby Innovations
Phil Parks, Lead Commercial Manager, Willerby Innovations.

12.00 The Mill, Canton – A partnership approach to delivering affordable homes
This former paper manufacturing site is being transformed into a thriving community of 800 homes comprising various residential units and a wide choice of tenure including social rented, discounted rented, intermediate rent, market rent and open market sale.
Peter Hughes, Managing Director, Principality Building Society
David Ward, Chief Executive, Tirion Homes
Kate Rees, Regional Director, Lovell
Chris O’Meara, Chief Executive, Cadwyn Housing Association.

13.00 Lunch, exhibition viewing and networking
Lunch served in the exhibition hall.

14.15 Rent to own
Kathryn Edwards, Managing Director Homes and Communities, Pobl.

14.45 Meeting the challenges of Part L and the implications
Meeting the requirements of the Building Regulations is a challenge; the session will look at practical ways to understand the risk involved and logical ways to deliver zero carbon aspirations.
Colin King, Associate Director, BRE.

15.15 New development
Hear about some of the fantastic shortlisted projects in the new development category at the Welsh Housing Awards 2016 including:

• Urban Village, Coastal Housing with Holder Mathias Architects, R&M Williams, City and County of Swansea, Welsh Government
• Custom House Court, Flintshire County Council with Wates Residential and Halliday Clark
• Hamadryad Court, Morganstone with Cardiff Community Housing Association.

15.45 Chair led Q&A and closing remarks

16.00 Close