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Housing

OneCIH update

Gavin Smart
Chief Executive

What I'm going to talk about



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- Reflections on first 10 months as CEO
- How we are doing and where we are going:
 - the money
 - membership
 - education & training
 - policy
- Looking further ahead

But first....



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Thank you!

My first 10 months



- Not really what I expected!
 - But you don't chose the hand you're dealt
- Our purpose matters because the work of housing professionals matters
- A good organisation with the potential to be great
- We weathered the initial COVID storm
- We have show we can change fast when we need to
- Professionalism is on the rise in housing
- Politics is complicated right now, but we still have influence

Impact of Covid19 on year-end 19/20



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£k

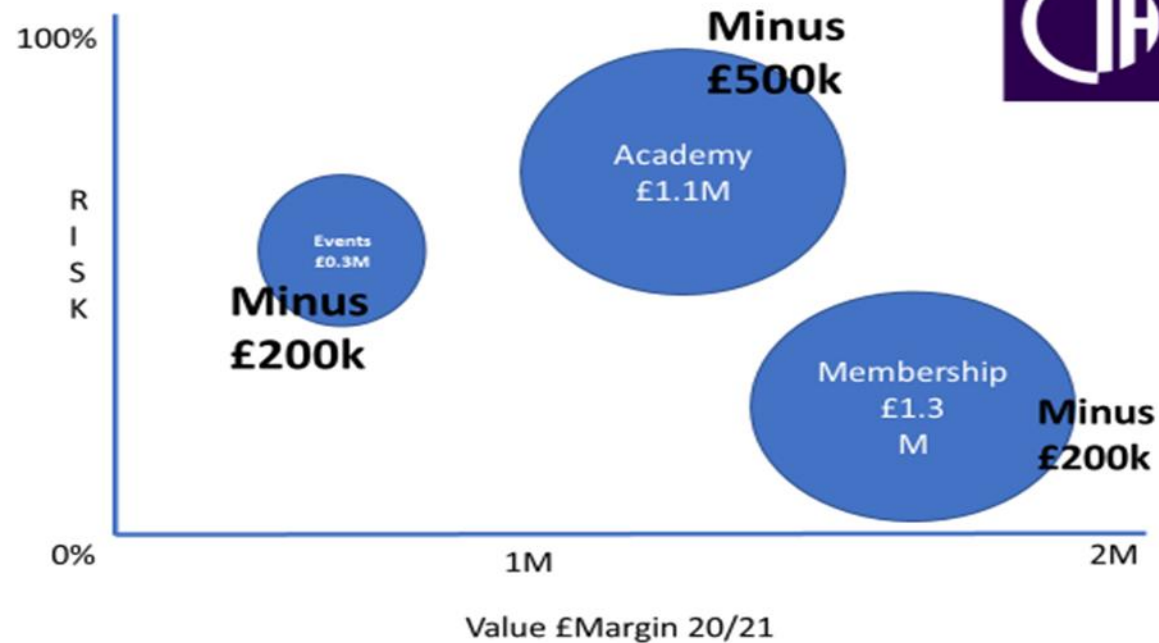
Full year 2019/20 Forecast as at January	235
Over-performance last two months of the year	60
Impact of postponing Total Housing	-139
Bad debt provisions	-150
Impairment of investments	<u>-395</u>
Total Covid 19 impact	-684
Revaluation of Octavia	300
Release of over-stated provisions	100
Full year 2019/20	<u>13</u>

Final result was £8k
profit, with audit
nearing completion

20/21 after COVID 19 - £1.4m worse



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**Partner
income
down
£500k also**

Where does all that leave us for this year?



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View January 20 Profit of £300k

- Covid 19 impacts **minus £1400k**

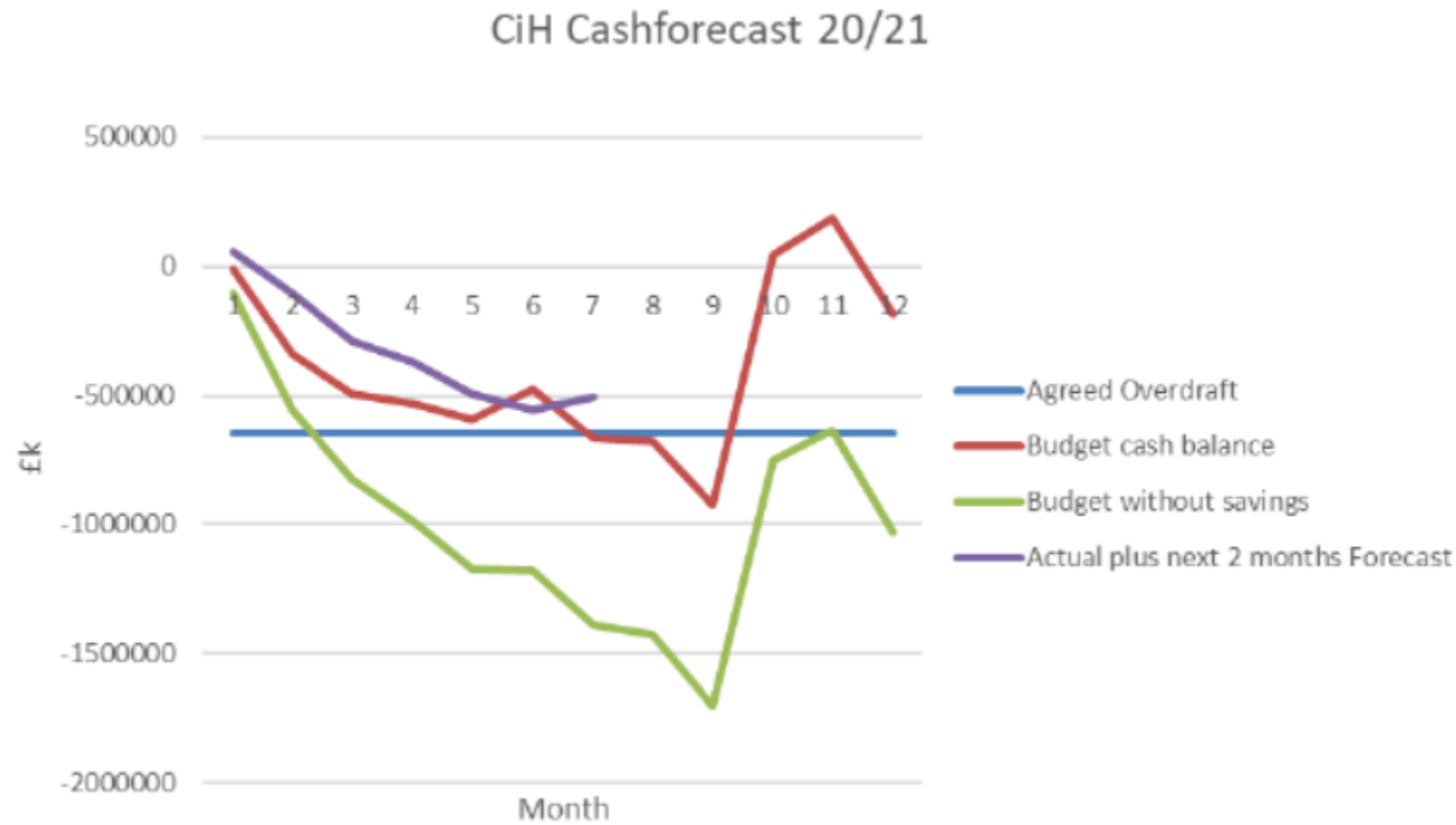
+ Savings expected plus £850

= likely loss of **£250k**

Cashflow – savings impact & actual performance so far



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Income and Expenditure Account so far....



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I&E August 2020	Actual YTD	Budget YTD	Variance
Membership	684	593	91
Events	-115	-36	-79
(Events Non-conf)	-36	-48	12
Housing Academy	261	251	10
Awarding Body	186	98	88
Gross Margin	980	858	122
Overheads	-918	-972	54
Other costs	-232	-245	13
Net margin	-170	-359	189

Income and Expenditure Account so far....



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I&E August 2020	Actual YTD	Budget YTD	Variance
Net margin	-170	-359	189
Corporate items	-159	-165	6
Joint ventures	99	98	1
Subsidiaries	0	10	10
Investment income	33	25	8
Investment return	225	0	225
Final net result	28	-391	419

Membership



- 2019-20 saw us increase paying membership
- Our latest membership survey saw a 16% increase in responses – more analysis to come
- A number of new initiatives have seen membership numbers increasing
 - Building better boards offer
 - Joint membership offer with TILM
- Delivered more free for members activity than ever before during COVID
- Best engagement we have seen from members

Membership



- Following a report put to governing board last July, we want to inspire and encourage more people to get involved with CIH
- We are now in a more flexible structure, with more people than ever before getting involved on a regional level
- Increase in the number of member champions
- Recruitment ongoing, but with a new launch planned before the end of the year

Education & Training



- Expanded online delivery of qualifications
 - separated some out into 'bitesize' units to access in chunks, rather than committing to full programme
 - on-line plus quals – additional tutor support built in and flexible delivery (evenings, etc)
- Expanded training offer
 - responsive to feedback/direction of travel – redesigned to shorter sessions
 - adjusted to recognise different approach required by online delivery
- Development of teams' skills
 - supporting online offer, commercial considerations, managing change
- Linking up with other professional bodies to share resources and expertise
 - joint leadership activity with The ILM + joint membership offer

Our policy work



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- A core partner in Homes at the Heart
 - Alongside NHF, ARCH, Nat Fed ALMOS, Crisis
 - 60+ supporter organisations
- Making the case for social rented homes + affordable housing
- Domestic abuse + mental health
- A better, fairer welfare system
- Spending Review submission
 - Housing investment at the heart of the recovery – new supply & welfare
 - Building safety
 - Shared prosperity fund
 - Supported housing
 - Ending homelessness
 - Support for retrofit and carbon reduction in housing
- Professionalism

Looking ahead



- Promoting professional standards
 - Framework
 - Self-assessment tools
- Growing membership
- Go to provider for education & training
- Timely, relevant, current and agile
- Financially stable
- Customer service
- Influential voice
- The professional body you deserve

Thank you again



- Your support got us this far
- We are ambitious (and a bit impatient)
- We want to grow the profession and the impact of our work
- Please continue to work with us
 - You make us better
- Your work changes lives
- Thank you

Thank You
SO MUCH
Everyone



Council starts campaign to improve an estate

A DETERMINED effort is being made to improve living conditions for council tenants on Bolton's 'Top o'th' Brow estate.

And one of the major steps Bolton Council has taken is to open a new housing department office on the estate.

The New Lane office will be staffed by two housing officials who will sort out tenants' complaints, rents, housing allocations, and estate management.

Estate manager Mr Gordon Perry, who will run the office with his assistant, Mr Roy Cross, commented: "We are particularly keen to work alongside the residents to improve the area."

"There is a newly-formed Residents' Association, and I attend the fortnightly meetings."

PREVIOUS EXPERIENCE

He added: "The key to improvement in the area lies in a partnership between the housing department and the residents of the estate."

Mr Perry already has experience of this type of work. He was responsible for opening the council's first estate office at The Willows.

While the office is being fully equipped it is open only from 10 a.m. until noon each day. But next month, the hours will be extended to 10 a.m. to 1 p.m. on Monday, Wednesday and Friday, and from 2 p.m. to 4.30 p.m. on Tuesday and Thursday.



Gordon Perry, estate manager, outside the new 'Top o'th' Brow housing office.

Evening News, Friday, October 5, 1984

It's Good To 'Talk'



It's good to talk...so keep talking

- Keep Talking - to our customers, our residents - our people
- Keep Talking to your colleagues, share the highs and the lows
- Keep Talking to your friends, family and loved ones - you are not alone





**KEEP
CALM
IT'S
GOOD TO
TALK**



**KEEP
TALKING
WE
ARE
LISTENING**



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#proudtobeprofessional

**Raising the profile of the housing
profession**

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Professionalism - the big questions



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- How do we generate a sense of public pride in social housing, as a place to live and as a career?
- What can we do to raise the profile of the housing profession and challenge perceptions people have?
- How do we tackle stigma within our own organisations and more widely?
- Can we demonstrate we have equal credibility and status to other professional we work with?
- How do we raise the bar, build our specialist skills and keep up with developments in housing to help us make complex decisions with confidence?
- How can we continue respond professionally to the challenges brought about by Covid 19?



The change we want to see.....



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Our vision is to create a profession where housing professionals:

- are recognised and valued for their knowledge, skills and behaviours
- have the expected standards of knowledge, skills and behaviours to deliver the best services for their customers
- use their expertise to add value and change lives
- are committed to be a force for change across the sector
- play a key role in creating a future in which everyone has a decent, secure and high-quality place to call home
- understand the impact of their language, behaviour and conduct
- are able to react positively to a constantly changing environment



More than a framework....



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- Messaging on why this matters
- Influencing governments
- Getting buy in/ making the case
- Changing culture
- Tackling stigma
- Embedding into all we do....
- Continuous learning and development



For organisations



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Assurance and confidence that staff will do the right thing



Compliance with legal, regulatory and statutory expectations



Ethical working practices



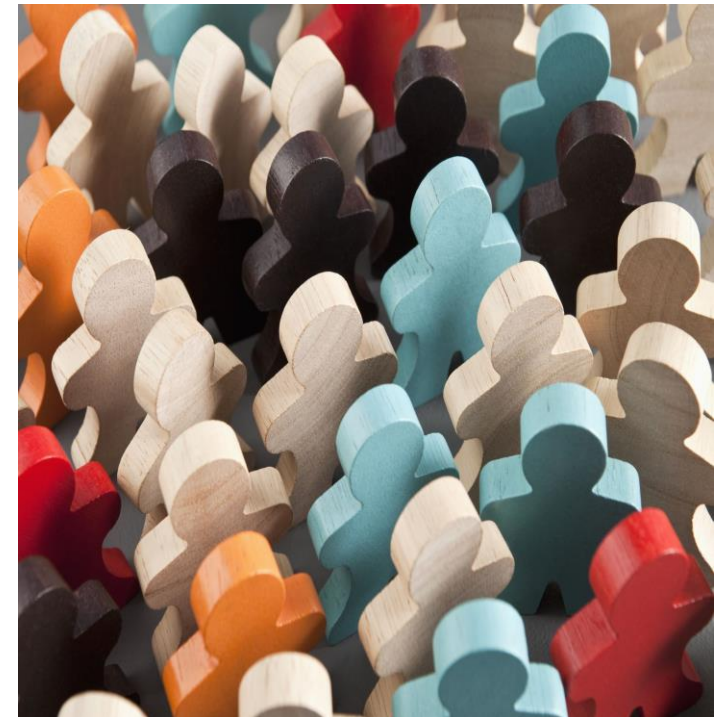
Relevant and up-to-date knowledge and skills



Quick to adapt to change



Confident and competent decision making



For individuals



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Professional recognition and status



Promotion and career development opportunities



Confident decision making



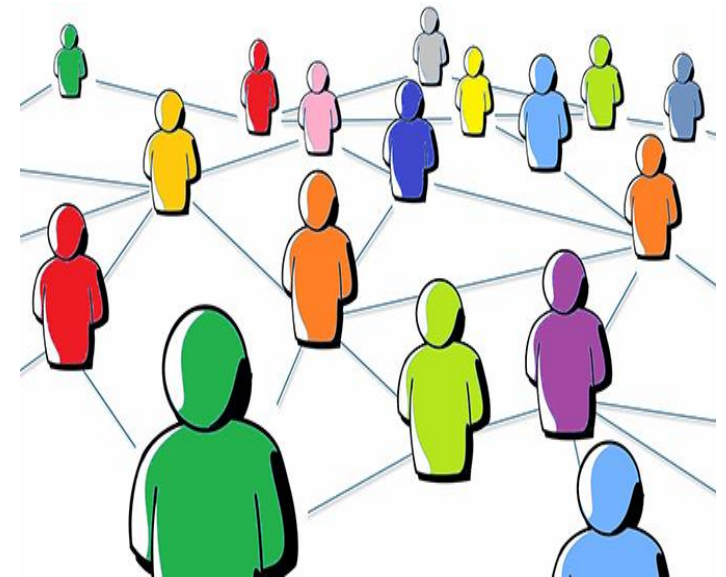
Continuous learning and improvement



Improved knowledge, skills and behaviours



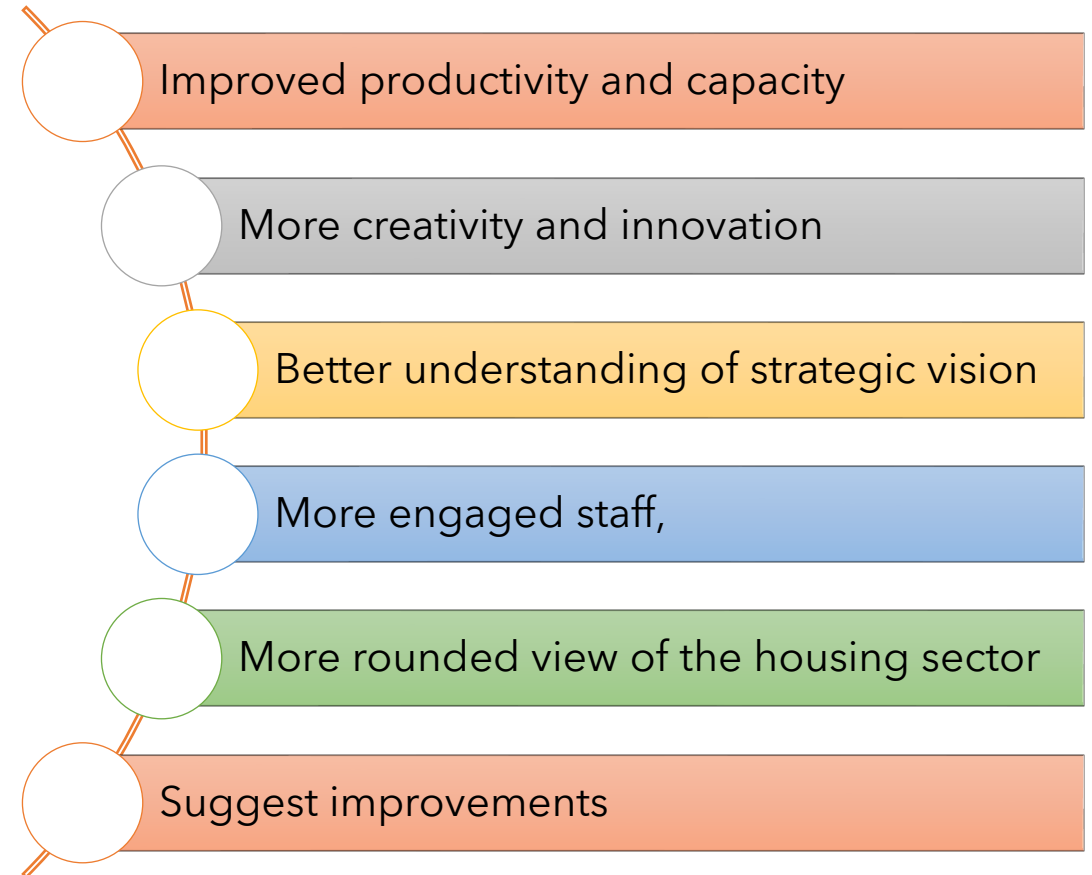
Credibility among peers and partners



In practice....



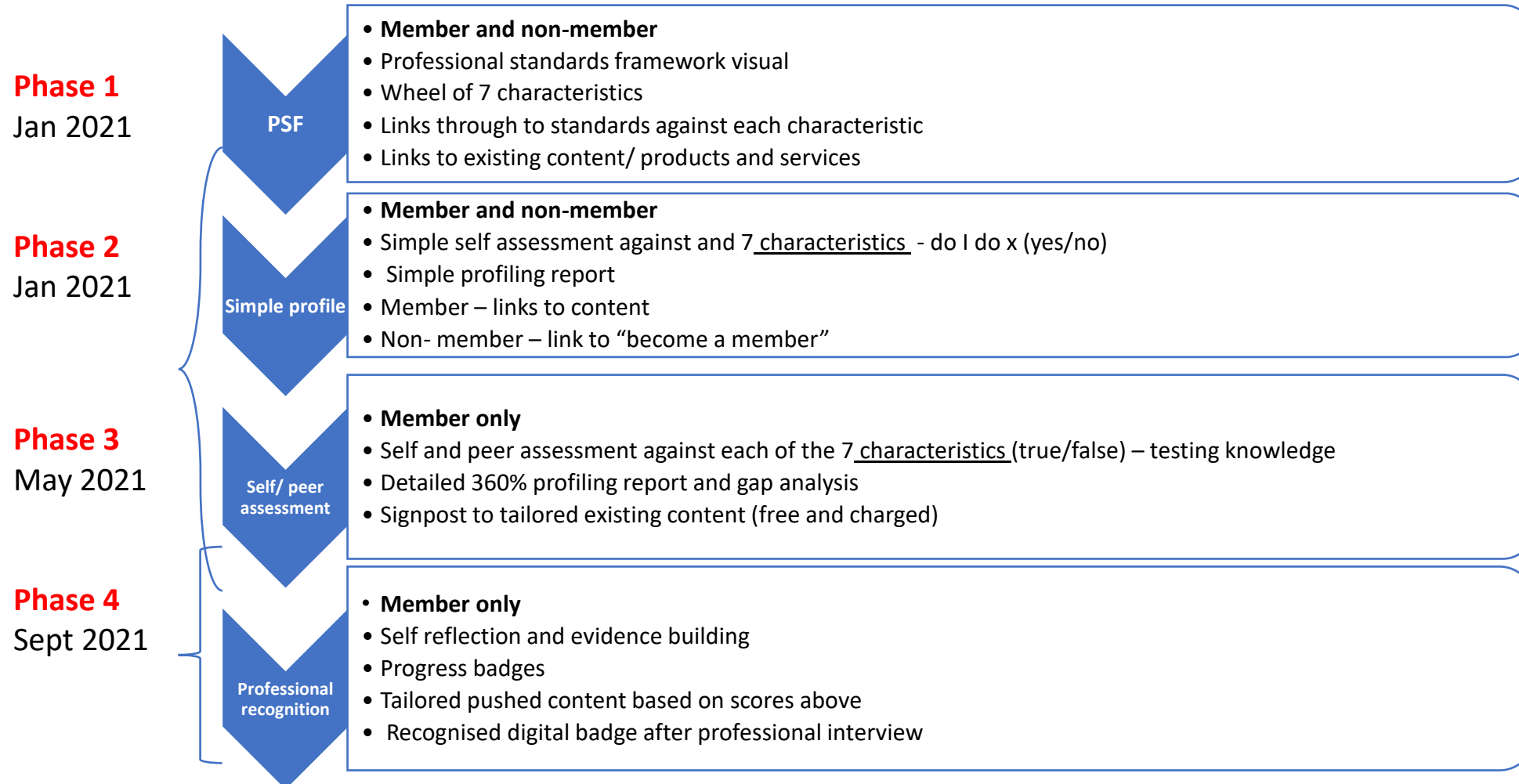
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The CIH professional journey....



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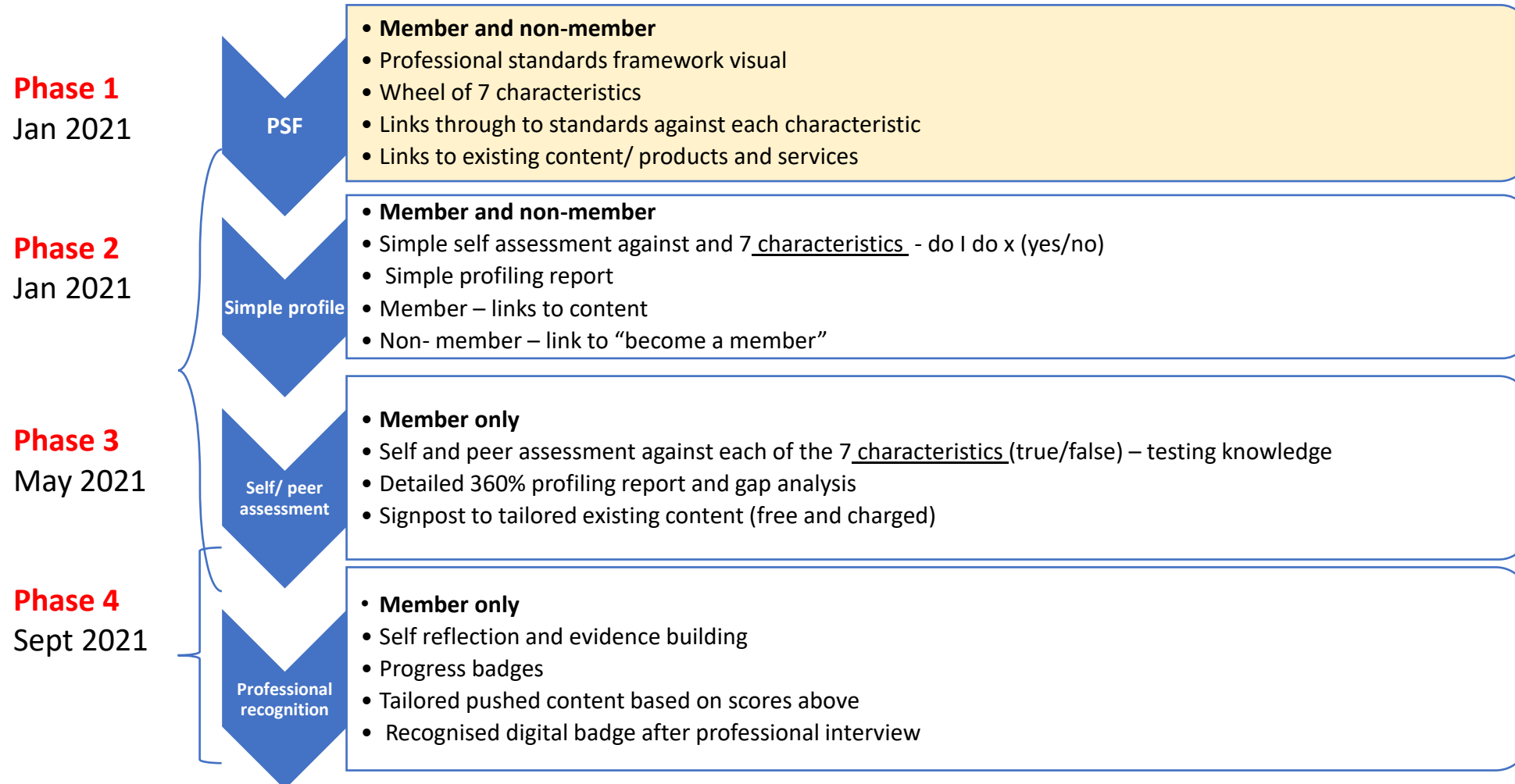
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Phase 1 - professional standards framework

Phase 1 – professional standards framework



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The professional standards framework



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Online visual framework that sets out:



- the **principles** associated with being a housing professional



- the **core characteristics** of a professional person



- the **professional standards** that individuals are expected to meet to against each of the characteristics



For **members** and non-members



Tailors CIH content against **principles, characteristics** and **standards**



Overarching professional principles



A professional person:

- Has high standards of conduct
- Reflects on and challenges stigma
- Acts in the public interest
- Exercises reasoned judgement in the application of their knowledge
- Has an understanding of what is right
- Is current and up-to-date in their knowledge
- Demonstrates passion, drive and commitment
- Is motivated by a social purpose
- Has a commitment to a set of values
- Pursues opportunities to test insight, develop new approaches and innovate
- Enables their own and others' continuous professional development
- Reflects on their experiences, seeks feedback and actively applies learning
- Understands the limits of their expertise
- Possesses and uses specialised knowledge

Professional characteristics



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Skilled

A housing professional equips themselves with the relevant skills to deliver effective services to customers, colleagues and partners

Knowledgeable

A housing professional has relevant and up-to-date knowledge, understands the bigger picture and passion and commitment for continuous learning

Integrity

A housing professional acts with integrity underpinned by lived values and they challenge themselves and empower others.

Ethical

A housing professional acts in an ethical manner and makes decisions by applying principles and values consistently.

Inclusive

A housing professional acts in an inclusive and fair manner and builds good relationships and work collaboratively and inclusively with their partners.

Advocate

A housing professional acts as an ambassador for the sector and profession and demonstrates the ability to adapt to new ideas, situation and change.

Leader

A housing professional demonstrates leadership and is forward thinking and create opportunities.



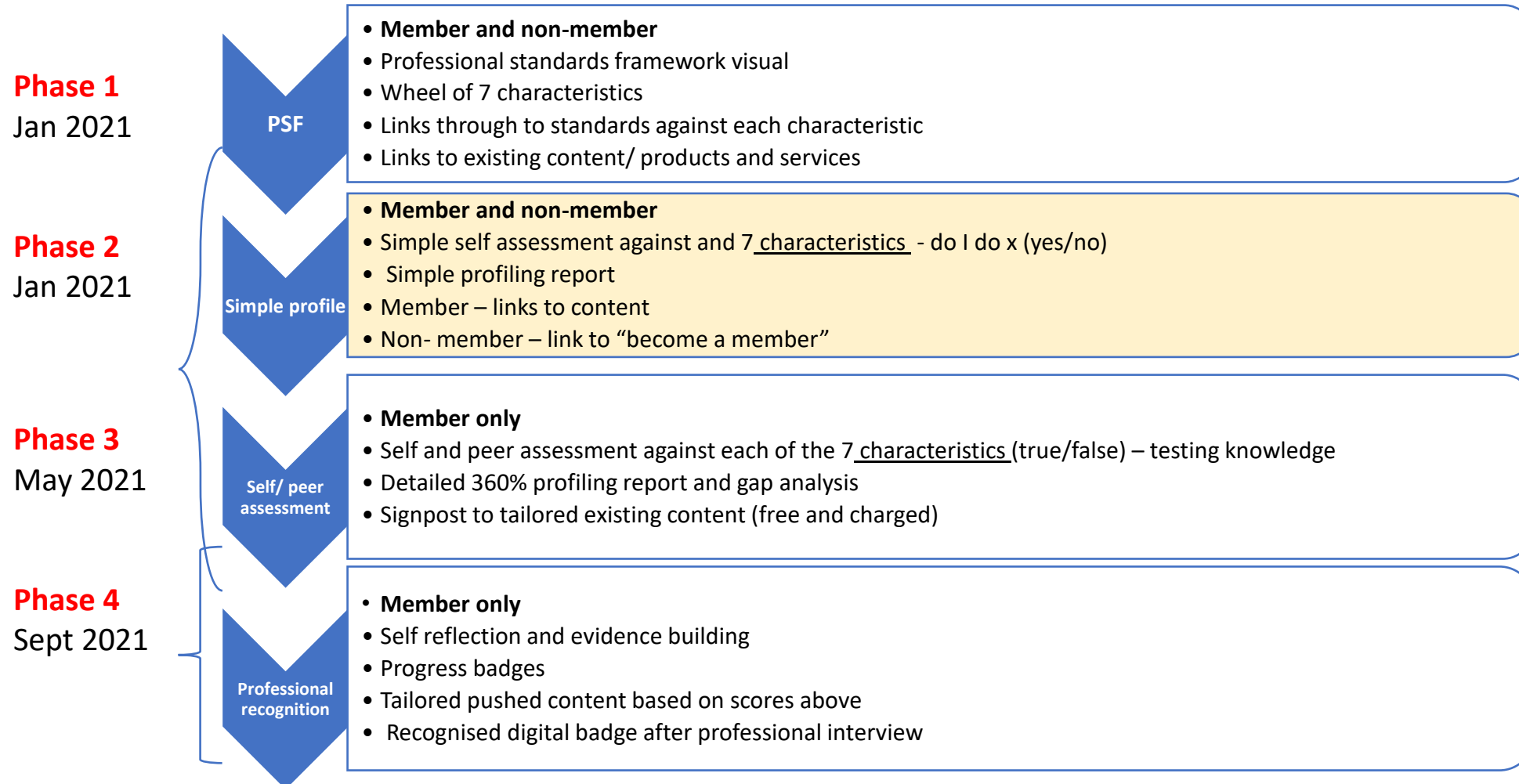
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Phase 2 – simple professional profile

Phase 2 – Simple professional profile



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Phase 2 – simple professional profile



Member and non-member

Set of self-assessment questions

Simple profile report

Bar and spider graph

Non-member – link to membership

Member – link to relevant content

A screenshot of the Chartered Institute of Housing website showing the 'Professional Standards Framework' assessment. The page has a dark header with the CIH logo and navigation links. The main content area is titled 'Characteristics of the Professional Standards Framework' and includes a section 'Know your professional standards'. This section contains a paragraph explaining the seven standards and a circular diagram with the standards: Knowledgeable, Integrity, Ethical, Inclusive, Advocate, Leader and Skills. Below this is a list of 8 statements for assessment, each with 'Yes' and 'No' buttons. A progress bar is visible at the top of the assessment section.

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Home > Professional Development > Professional Characteristics

Characteristics of the Professional Standards Framework

Know your professional standards

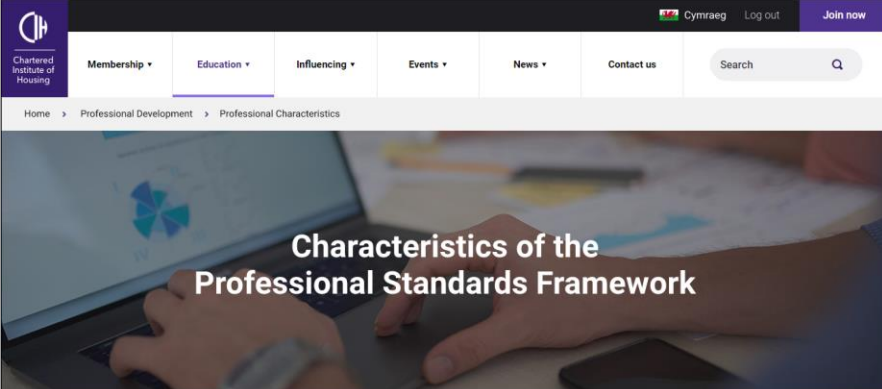
We have identified the seven standards of being a professional in the housing sector which include: Knowledgeable, Integrity, Ethical, Inclusive, Advocate, Leader and Skills.

Take our professional standards questionnaire and receive a personalised report revealing how well you match up against our seven standards. The report will enable you to celebrate your strengths and encourage you to keep on developing.

Respond to the statements below by selecting Yes or No

Progress

01	You may develop an unconscious attachment to an idea because someone you know well suggested it, combat this emotional response by conscious objective scrutiny.	Yes	No
02	Being a good role model at all times is very important.	Yes	No
03	"The customer is always right," it's true, build and maintain strong relations with them as a matter of utmost importance.	Yes	No
04	Email, webinar, social media, meeting? Leaders should consider carefully how to deliver important messages.	Yes	No
05	Go with the flow, if opinion is clearly against you in spite of your firmly held belief, change and move on.	Yes	No
06	Smart time management is fundamental to maximum effectiveness.	Yes	No
07	Trust is the most precious aspect of a relationship, it implies an unquestioning expectation that the right thing will be done, you must maintain and nurture it with great care.	Yes	No
08	An inspirational vision is all that counts we don't need a "road map" to direct us on our way to achieving it.	Yes	No



My Professional Standards Report

2020/08/11

At the Chartered Institute of Housing we believe leadership is crucial to success in all human endeavour, and fundamental to this is what happens between people. Sustained, optimal performance is achieved by working together towards a common goal in a trusting environment which, while objective, is guided by strong moral values and celebrates the human dimension. Our professional standards give structure to this approach and so your responses have been ranked relative to; Knowledgeable, Integrity, Ethical, Inclusive, Advocate, Leader, Skill. We know you are on a journey and so your report recognises your strengths and indicates areas which may benefit from further reflection.

Knowledgeable

Integrity

Ethical

Inclusive

Advocate

Leader

Skill

Retake Assessment →

You are a role model of authentic leadership, one who champions the highest professional standards and the active promotion of enjoyment and job satisfaction. You are committed to building trust and confidence by always acting with integrity and a strong sense of right and wrong underpins your decision making. Self-knowledge is important to you and so you actively encourage open dialogue and feedback on your performance.

Taking ownership of your actions and those of others is something you do willingly. You prefer a solutions approach to problem solving and value the need to show initiative and to be flexible. You understand the value of strong relationships and are prepared to invest time and energy in encouraging everybody to contribute. When things go wrong you like to reflect and to respond constructively and honestly.

You recognise that working together can lead to success and already understand that doing this requires good communication, listening to all stakeholders and open and honest resolution to conflict. Now could be a good time to consider the potential for optimal performance offered by other collaborative approaches, such as; shared leadership, delegation and networking.

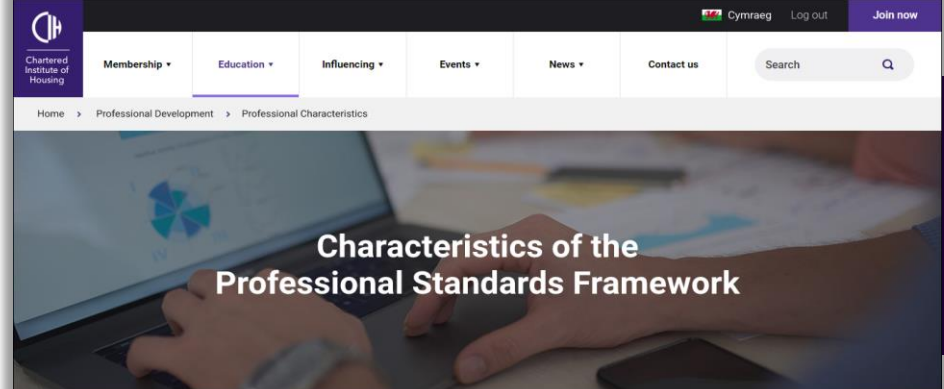
Hard work and an acceptance of change are what you believe is needed to achieve future success. To this end, you feel people must work together to put in place a plan which has agreed goals and objectives. However, your approach may benefit from considering the potential of a powerful Vision to; inspire resilience, guide training and development, encourage trend spotting.

Although you have a robust belief in the importance of achieving results your development may benefit from seeing achievement in its broadest sense, incorporating a range of measures; wellbeing and growth, social responsibility, coaching and mentoring.

My Professional Standards Report

PDF 415 KB

Download



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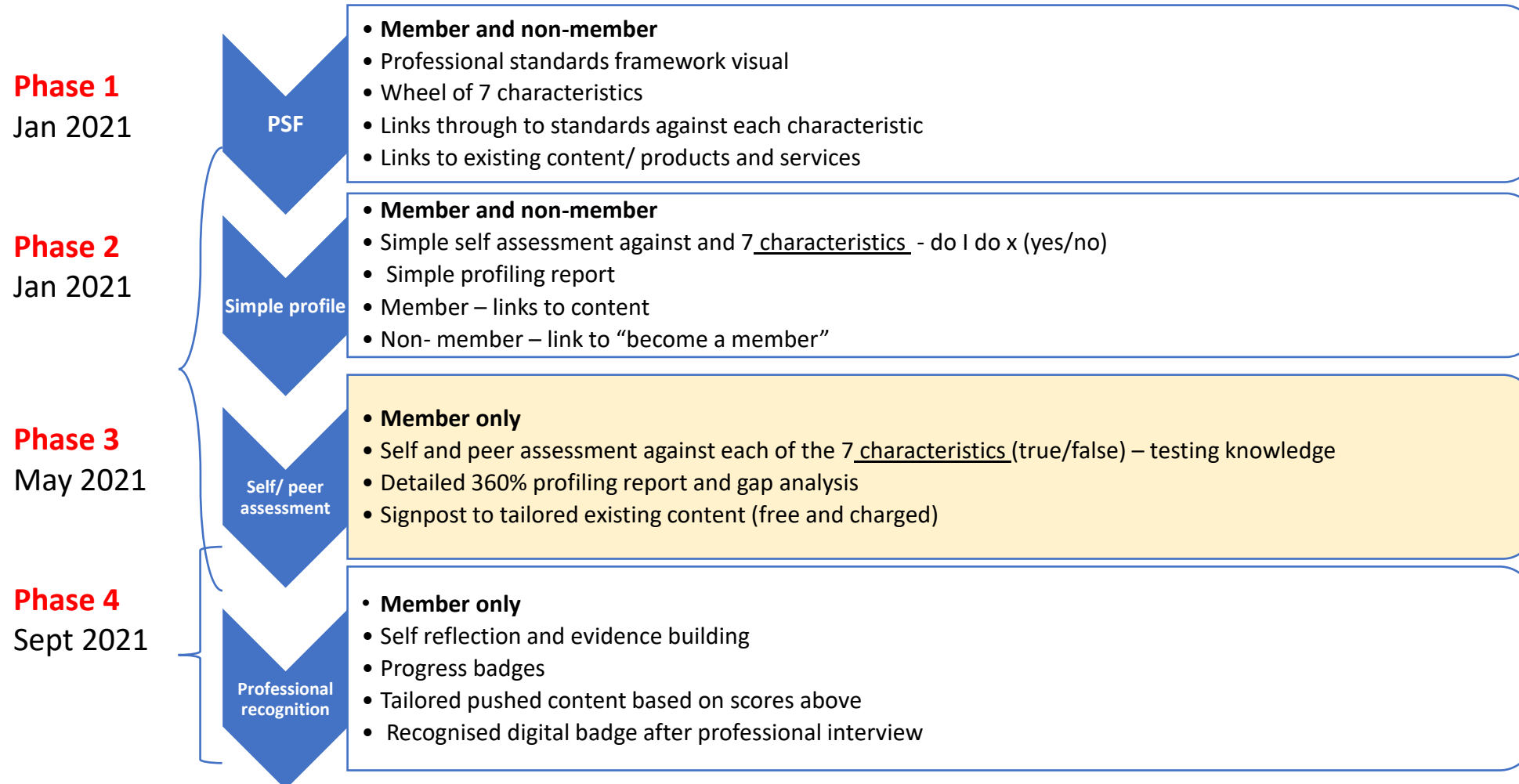
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Phase 3 – self/peer assessment

Phase 3 – self/peer assessment



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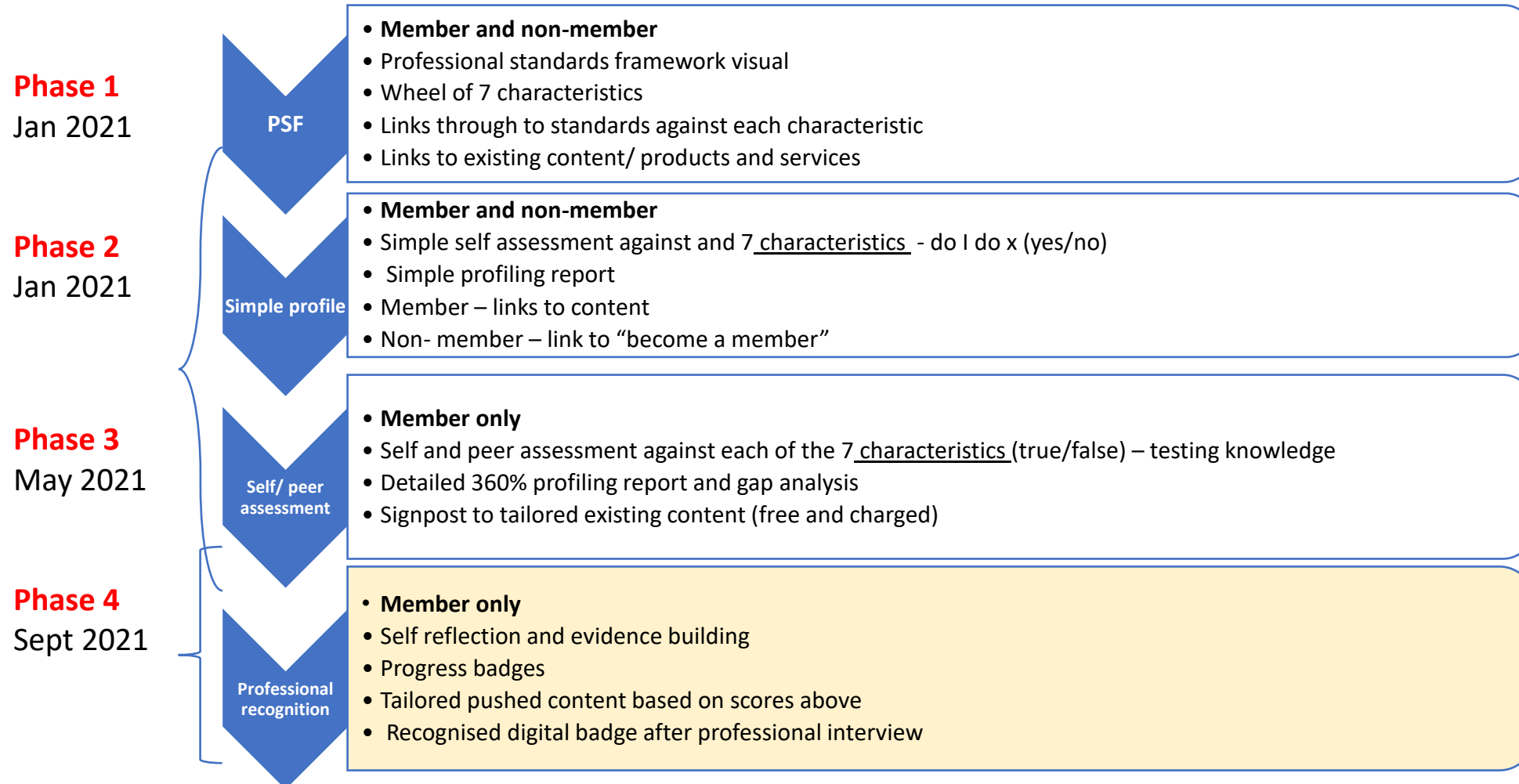
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Phase 4 – professional recognition

Phase 4 – professional recognition



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Assessment against characteristics



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Professional Standards Development: Assessment and Content

Integrity


Integrity ▾ All media ▾ Show all content



Why do we need housing professionals?
Learn more about why professionalism of the housing sector is extremely important
Complete



Be like Bob
Successful marketing on a small budget – webinar summary
Not started



Progressing your career
Exclusive webinar with Wendy Murphy of the Centre for Mentoring and Coaching
Complete

Respond to the statements below by selecting True or False

Progress ▬

01 You may develop an unconscious attachment to an idea because someone you know well suggested it, combat this emotional response by conscious objective scrutiny.

True False

02 Being a good role model at all times is very important.

True False

03 "The customer is always right," it's true, build and maintain strong relations with them as a matter of utmost importance.

True False

04 Email, webinar, social media, meeting? Leaders should consider carefully how to deliver important messages.

True False

05 Go with the flow, if opinion is clearly against you in spite of your firmly held belief, change and move on.

True False

06 Smart time management is fundamental to maximum effectiveness.

True False

07 Trust is the most precious aspect of a relationship, it implies an unquestioning expectation that the right thing will be done, you must maintain and nurture it with great care.

True False

08 An inspirational Vision is all that counts we don't need a road map to direct us on our way to achieving it.

True False

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Become a CIH Certified Professional

Complete our Professional Standards

Completed 2 of 7


Dashboard

360° Results Self-reflections Trophy Cabinet


Knowledgeable	Integrity	Ethical	Inclusive	Advocate	Leader	Skill
88%	33%	24%	76%	20%	84%	0%
Completed	3/7 complete	1/8 complete	6/7 complete	1/5 complete	Self reflect	0/6 complete
Dimension 01	Dimension 01	Dimension 01	Dimension 01	Dimension 01	Dimension 01	Dimension 01
Dimension 02	Dimension 02	Dimension 02	Dimension 02	Dimension 02	Dimension 02	Dimension 02
Dimension 03	Dimension 03	Dimension 03	Dimension 03	Dimension 03	Dimension 03	Dimension 03
Dimension 04	Dimension 04	Dimension 04	Dimension 04	Dimension 04	Dimension 04	Dimension 04
Dimension 05	Dimension 05	Dimension 05	Dimension 05	Dimension 05	Dimension 05	Dimension 05
	Dimension 06	Dimension 06	Dimension 06	Dimension 06	Dimension 06	Dimension 06
	Dimension 07	Dimension 07	Dimension 07	Dimension 07	Dimension 07	Dimension 07
		Dimension 08				

My learning


Professional Characteristics ▾ All media ▾ Show all content



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Professional Standards completed

You are a Certified Professional

Your Badge


Dashboard

360° Results Self-reflections Trophy Cabinet


Knowledgeable	Integrity	Ethical	Inclusive	Advocate	Leader	Skill
88%	82%	93%	85%	96%	84%	90%
Completed	Completed	Completed	Completed	Completed	Completed	Completed
Dimension 01	Dimension 01	Dimension 01	Dimension 01	Dimension 01	Dimension 01	Dimension 01
Dimension 02	Dimension 02	Dimension 02	Dimension 02	Dimension 02	Dimension 02	Dimension 02
Dimension 03	Dimension 03	Dimension 03	Dimension 03	Dimension 03	Dimension 03	Dimension 03
Dimension 04	Dimension 04	Dimension 04	Dimension 04	Dimension 04	Dimension 04	Dimension 04
Dimension 05	Dimension 05	Dimension 05	Dimension 05	Dimension 05	Dimension 05	Dimension 05
	Dimension 06	Dimension 06	Dimension 06	Dimension 06	Dimension 06	Dimension 06
	Dimension 07	Dimension 07	Dimension 07	Dimension 07	Dimension 07	Dimension 07
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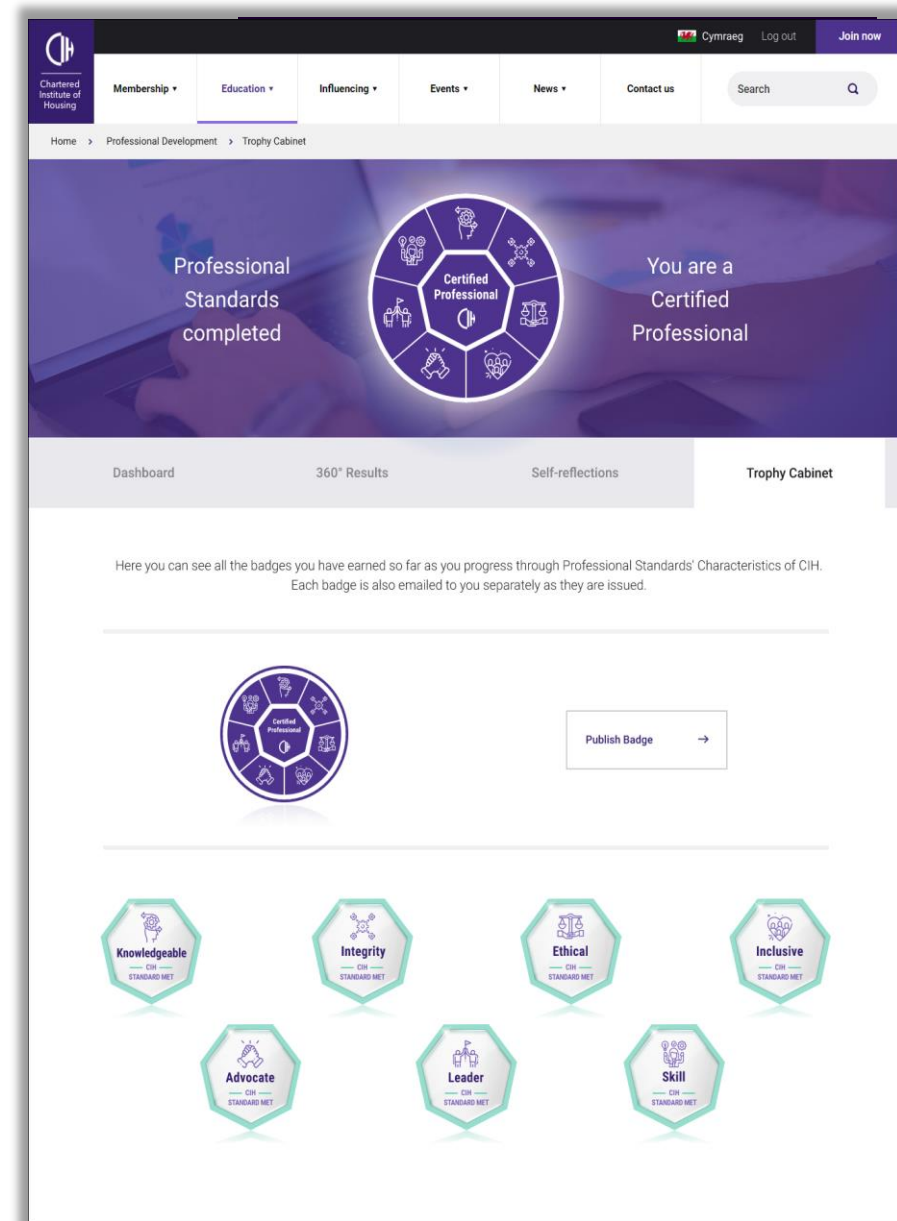
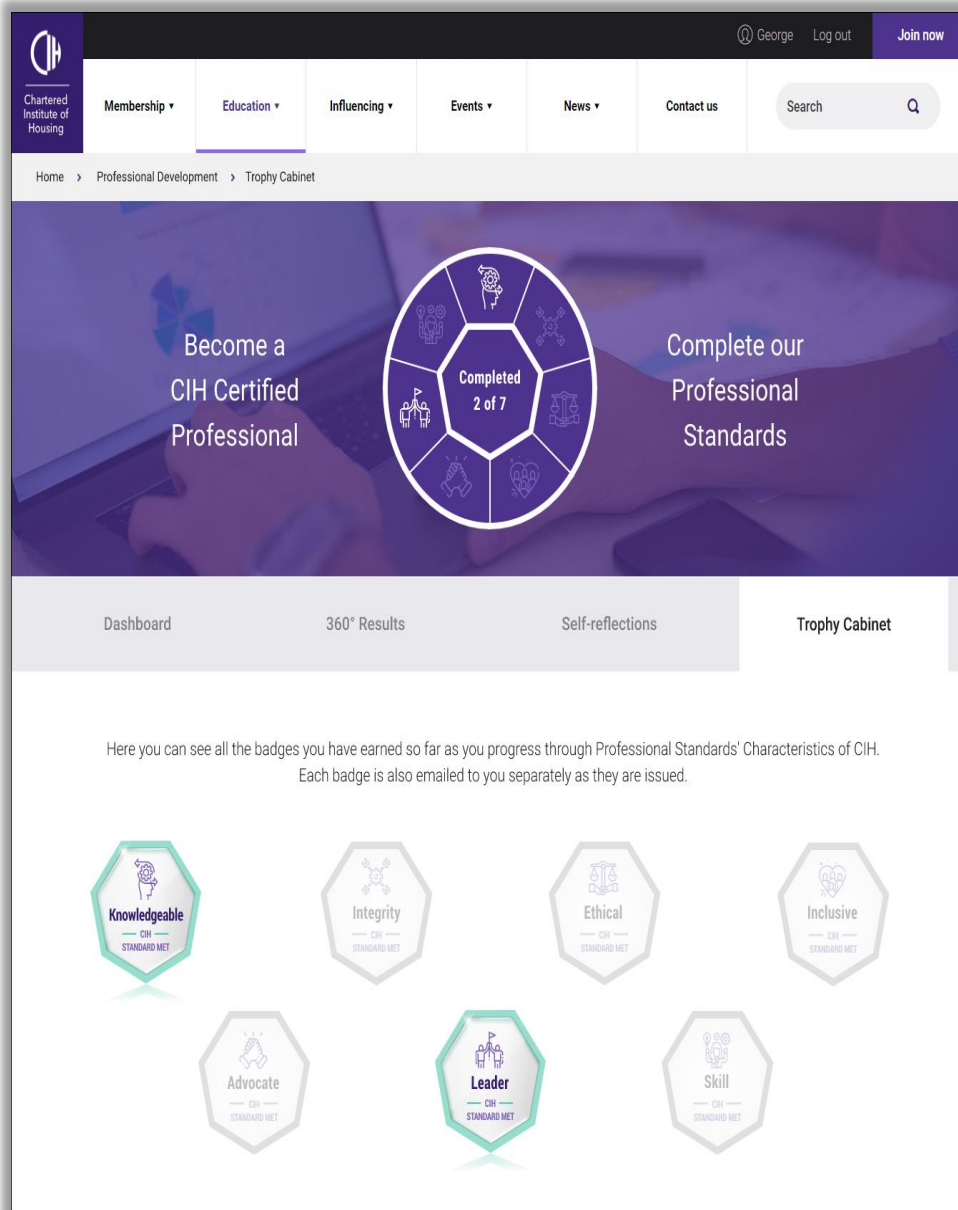


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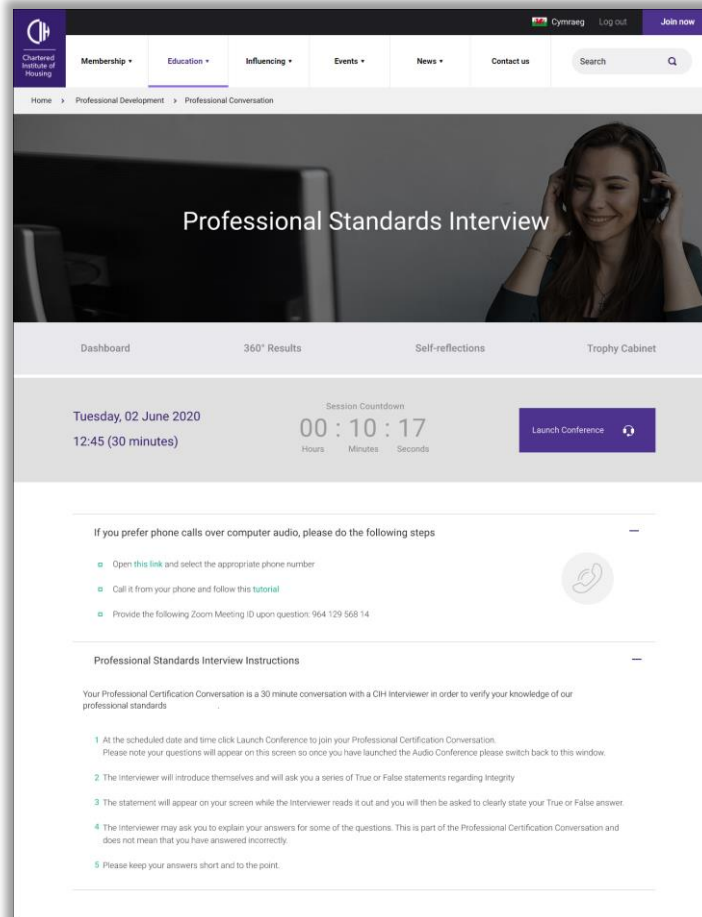


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Exclusive webinar with Wendy Murphy of the Centre for Mentoring and Coaching
Complete

See more



Professional interview



- Evidence submitted to panel ahead of interview
- Similar format to current interviews
- Panel of CIH members/recognised professionals
- Pass/fail

Lots and lots for us to do.....



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Finalise the standards and undertake sector consultation

Finalise overarching professional principles

Map existing products and services against professional standards

Knowledge audit, collation and curation

Create knowledge bank mapped to professional principles, characteristics and standards

Create interactive visual for framework

Web/CRM interface

Create self and peer assessment questions against each standard

Staged platform build

Test, test, test

Develop new range of products and services to support the framework

Develop new modern CPD offer

Review routes to membership

Discussion/ questions?



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Grand Union
Housing Group

Aileen Evans

CIH President

and

Group Chief Executive

Grand Union Housing Group



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ONE CIH
1 October 2020





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Mental Health at Work Commitment guide for the housing sector





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Shine a light
on mental health

**Supporting
people with
mental health
problems**



Coming soon...



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the **GEM**
programme





- Managing rent arrears
- Communicating effectively with tenants and residents
- Training your staff



Managing rent arrears



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- Trusted friend or carer
- Transferring to support services
- Supportive correspondence
- Staff Training



Communicating effectively with tenants and residents



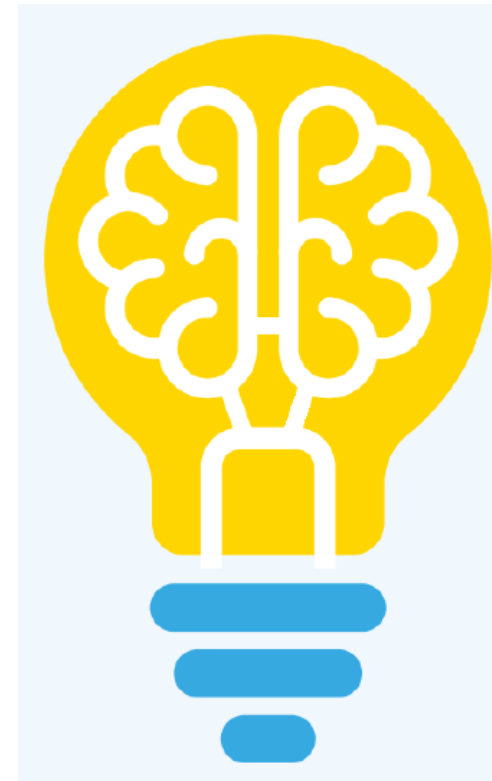
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- Plain English please
- Why, How and When
- Preferred method of contact
- GDPR



Training your staff

- Mental Health Training as part of Induction
- Front line staff training is key
- Clear pathways for support



Risks and opportunities

- Pre-tenancy, or requesting a move/transfer
- Letting + moving in
- Managing arrears





Your impact. Every £1000 you raise, could enable...

Our Info and Legal lines to answer **198 queries**, each response offering clarity and comfort to someone when they need it most.

Elefriends to remain an open, safe, and supportive space for **26 hours**.
There will be over 25,000 interactions on the site in this time.

Five people with depression or anxiety to take part in a course of individual and group outdoor therapy sessions.

One full year of mental health assemblies, supporting the wellbeing of a whole school of children.





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£28,820

raised of £50,000 target
by 346 supporters

With thanks to the HAs which contributed to Coaching Futures's report about their experiences during the Covid-19 lockdown period. Delighted to support the President's #s#ShineALight appeal for MIND.

A really worthy cause. Wellbeing is so important particularly in these difficult times. I struggle myself on some days and really miss seeing my family and colleagues.

Earlier this week I was part of a fantastic Masterclass with [Aileen Evans](#), President of the [Chartered Institute of Housing](#) and CEO of [Grand Union Housing Group](#), as part of the [#EasternLeaders2020](#) programme being run in partnership with [Greenacre Recruitment Limited](#).

There were so many fantastic insights from Aileen. One of the things that stood out for me was how important it is to create the space to think and how thinking organisations can do more of the right things faster. We all need time to think, and 'doing' all the time is counterproductive.



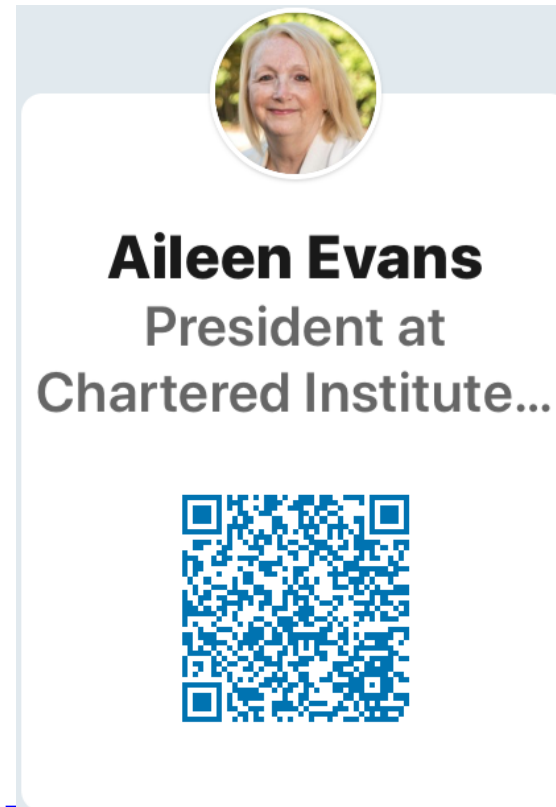
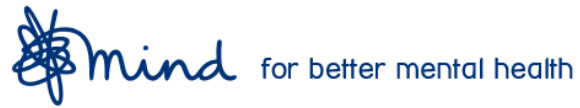
PiLON Ltd

3 days ago

Aileen, thank you so much for delivering such a powerful presentation on mental health this morning. You are doing a wonderful job raising awareness and supporting a brilliant charity. PiLON team



Chartered
Institute of
Housing



JustGiving™



Aileen Evans
@Bushbell

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