



HOUSING
BRIGHTON

Roundtable: The modern housing professional



Gavin Smart
chief executive,
Chartered Institute of Housing



Gina Di Marino
Resident &
neighbourhood
engagement lead, Adur & Phoenix Community Housing
Worthing Councils.



Cale Cunningham
Resident,
Phoenix Community Housing



Jill Allcoat
member engagement
team manager,
Chartered Institute of
Housing

Gavin Wallen
Resident Board Member
Phoenix Community
Housing





Refreshment break

Time to network and speak to your exhibitors





Have you booked your place?

8 – 9 September 2025
ACC Liverpool

Tenants and governance



Kai Jackson

TPAS associate and
tenant board
member, Black
Country Housing
Group



Aileen Evans

Project director,
Church Housing,
board member and
chair and customer
experience
committee, Curo



Becky Fraser

Engagement
manger, South
East, Chartered
Institute of
Housing



Alan Wood

Member of the
landlord services
advisory board,
Guilford Borough
Council

Terry Daubney
Member of the
landlord services
advisory board,
Waverley
Borough Council





Tenants and governance

Kai Jackson, scrutiny panel chair, Tpas Associate etc....

The "first" code of governance was in 2015 and was then updated in 2020 to include accountability to residents and other customers; on equality, diversity and inclusion in governance; on environmental and wider sustainability; and on organisational culture.

This new 2020 code requires those adopting it to make sure that:

- The views and needs of their residents are at the heart of their strategic decision-making, as outlined in our [Together With Tenants](#) initiative.
- Measures are in place to ensure that residents, other customers and staff are kept safe.
- Boards have an oversight of risk and thoroughly test the impact of potential risk scenarios on their organisations' future.

The code is built around the key values that good governance is based on – accountability, integrity, openness, and **equality, diversity and inclusion.**



Code of Governance 2020

First encapsulated in the report of the Cadbury Committee in 1992 and codified in the UK Corporate Governance Code, governance provides a structure within which the board and management team can run organisations legally, ethically, sustainably, and successfully, for the benefit of stakeholders, including shareholders, staff, clients and customers, and for the good of wider society.

In 2022, research by the Chartered Governance Institute revealed that governance extends beyond the classic definition. It now includes modern elements such as ESG (Environmental, Social, and Governance) and DEI (Diversity, Equity, and Inclusion), positioning governance as a vital tool for achieving sustainable business practices.

- Good governance provides a framework for better decision-making. It permeates every level of an organisation, ensuring sustainability, promoting ethical conduct, and fostering stakeholder **trust**. Effective governance serves to align corporate strategy with societal, environmental, and economic goals, safeguarding the interests of all stakeholders while ensuring compliance with laws and regulations.



Is There a Seat at the Table?

Ethnic Minority
Voices in Tenant
Engagement



www.tpas.org.uk

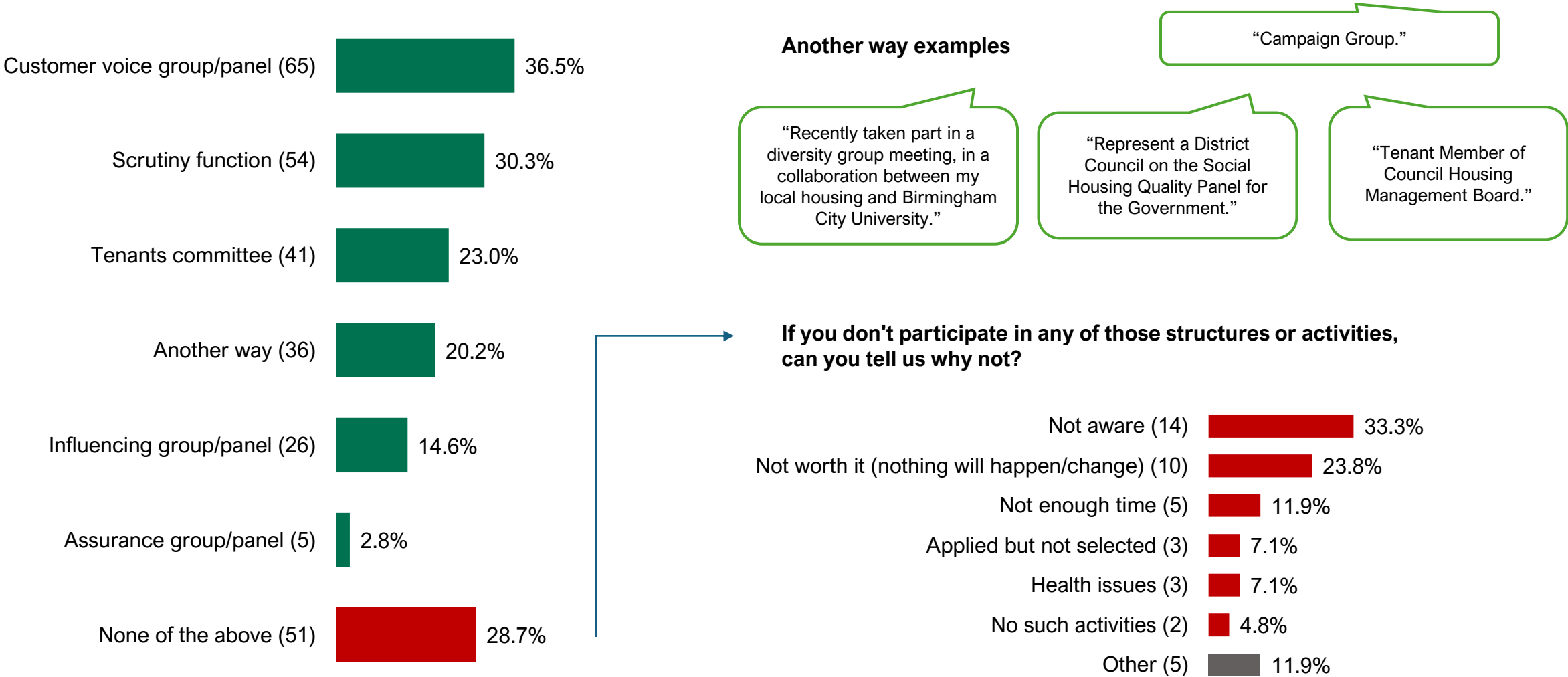


Report is now available to download
at: www.tpas.co.uk and [Homepage - UK Collaborative
Centre For Housing Evidence](#)

#HaveaSeatAtTheTable

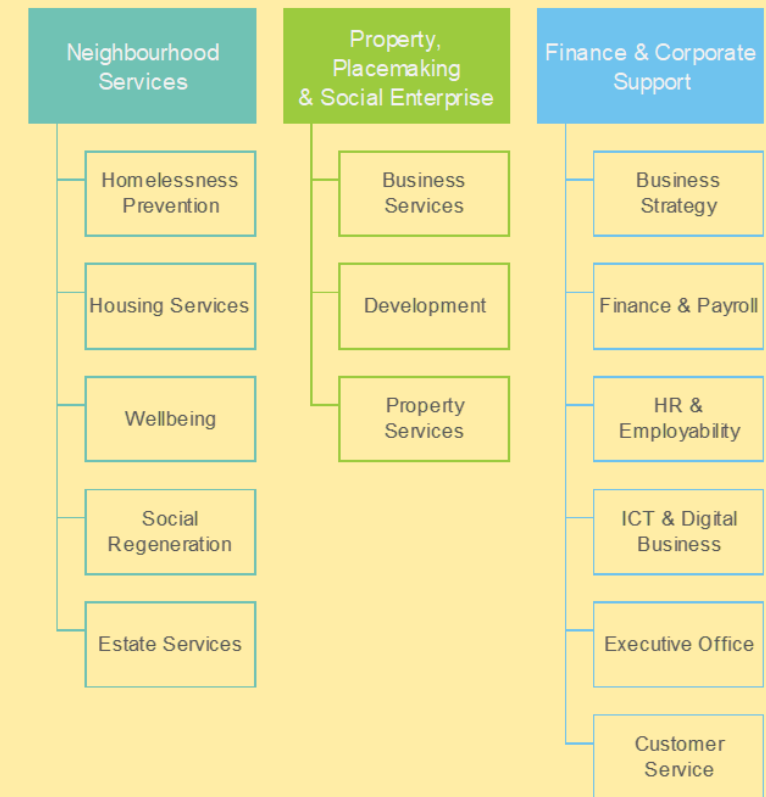
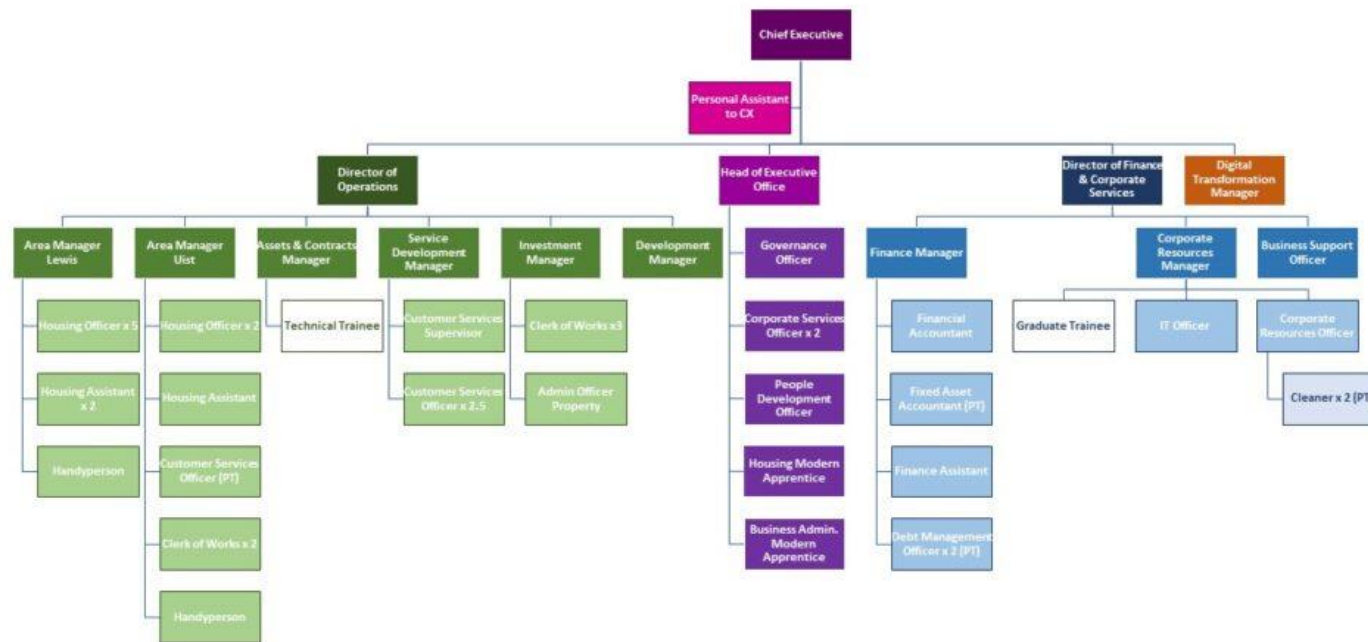
Almost three-quarters of tenants participate in activities

As a tenant do you participate in any of the different structures or activities?



Sample size shown in (). Tenants could select more than one option so might not add up to 100%.

Examples of HA governance structures



RSH Governance Viability



Paragraph 2.2: expectations on the management of registered providers' affairs

14. Paragraph 2.2 of the Standard complements the board's responsibilities to act lawfully and responsibly. Compliance will include both behavioural aspects, such as ensuring that the board and executive foster a culture of constructive challenge and debate, and good governance practices.

- ensure that all material decisions are made with appropriate internal/external expertise or advice and should satisfy themselves of the impartiality of any support or advice



This governance structure is used as an example only and this organisation has recently merged and has possibly changed their structure.

Power Dynamics



Recognise and try to mitigate power inequalities within the group (e.g. gender, seniority within organisations) in order to enable collaborative working. Acknowledge that existing structures, finances, time are all important in decision making powers and developing equitable relationships.

Recognise that there are domains and forms of knowledge beyond your own discipline. Be respectful and prepared to switch between being an 'expert' and a 'novice' at different times in the co-creation process. Make people aware of each-others expertise and help them understand their own role within the team.

Be aware and acknowledge power dynamics. Complexities of power, flows of power, and power imbalances make it difficult to manage an effective governance structure.

It's all about respect and balance.





**The Co-operation in Social Housing Commission:
Report One - Learning from Experience**

Ellie Benton, Jessica Horne Rowan and Ruby Russell

LSE Housing and Communities
February 2025

Email: rowan@communityledhousing.london

What is the data telling us so far?



The ethnic diversity of the workforce is not reflected in executive positions. 10% of the workforce is Black/African/Caribbean/Black British but only 3% of executives. 5% of the workforce is Asian/Asian British but only 1% of executives.

Only 9% of the sector's workforce have a disability or long-term health condition compared to 24% of the population and 29% of residents.

(NHF, 2023)





Chartered
Institute of
Housing

Tenants and governance

Building better boards

Becky Fraser

Engagement manager, CIH

rebecca.fraser@cih.org

Creating a healthy culture

- Encourage curiosity
- Embed professional standards
- Harness the 'roadmap'



Ongoing development

- Expand knowledge
- Wide lens of awareness
- Access to experts
- Connect outside of the bubble



ABOUT US.

Everything comes together at **www.cih.org**

If you have any questions about membership call 024 7685 1700
and have a chat with our membership team

Follow us on Bluesky @CIHhousing for all the latest news. For policy updates follow @CIHpolicy.
You can also connect with us on LinkedIn.

Engagement Team email - engagementteam@cih.org

Contact details:

Becky Fraser

Rebecca.Fraser@cih.org





Lunch break

**Time to network and speak to your
exhibitors**





Have you booked your place?

8 – 9 September 2025
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Open-mic: transforming the customer complaints journey



Layna Warden
Head of resident
experience and
improvement,
London Borough of
Hounslow



Amy Wilcox-Smith
Assistant director of
customers and
communities,
Watford Community
Housing Trust



Hony Premlal
Chair of Eldon
Housing and
chief executive,
Hony Premlal
Consultancy



Alex Nagle
Customer
services director,
VIVID Homes



**Deborah Owen-
Ellis Clark**
Customer
experience
adviser

Deep dive into the neighbourhood community standard



Sarah Andrews

Assistant director of housing
and resident engagement,
Housing Solutions



Mica Joseph

Head of estate
management, Notting
Hill Genesis



Laurence Nasskau

Area housing manager,
Sutton Housing
Partnership



Delivering and improving domestic abuse services as housing providers

Sarah Andrews

Assistant Director of Housing
and Resident Engagement



Introduction – why does this matter?



An estimated 2.4 million adults experienced domestic abuse in the last year

RSH Neighbourhood and Community Standard



Policy Requirement

Registered providers must have a policy for how they recognise and effectively respond to cases of domestic abuse.



Cooperation with Local Authorities

Registered providers must cooperate with local authority departments to support them to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation.



Support and Advice

Registered providers must work cooperatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

Spotlight – domestic abuse and social housing



Key Facts

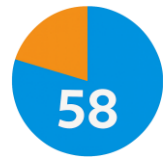


Women in social housing are 3x more likely to experience partner abuse in the past year.



Police in England and Wales receive 200+ domestic abuse calls per hour.

Local Impact



58 reports recorded in 2024–25 — averaging 1 per week.

Housing Solutions resident DA profile:

- 98% female, majority White British
- 10 households face overcrowding
- 50% have rent arrears / 50% have children under 18
- 40% experience non-access issue



Why this Matters



Domestic abuse directly affects tenant safety, wellbeing, and tenancy sustainment.



Clear implications for safeguarding, rent collection, child welfare, and service access.

Delivering and Improving





NO MORE WEEK

Our focus on domestic abuse

Sarah Andrews,
Housing Solutions'
Assistant Director of
Housing and
Resident
Engagement talks
about 'No More
Week'

Did you know we're asked to help with two or more reports of domestic abuse every week?

However, we know this issue is under-reported, so we're working hard to make it easier to report abuse while keeping those affected safe.

'No More Week' is a global initiative to raise awareness about the effects of domestic abuse, and how everyone can tackle it. It inspired team members at Housing Solutions to form a working group to raise awareness about domestic abuse and find more ways to support people in our communities who may be at risk.

That's also a big part of why we have a new community safety team, who are there to offer support by listening, helping with access to other specialist services, and most importantly, making sure that people who are affected can keep up their tenancies.

Domestic abuse can affect people of all ages, genders and backgrounds and part of the task we've set ourselves is to make sure that the same support is available to everyone.

If domestic abuse affects you or someone you know, or if you would like to get involved with our working group, then please get in touch with us for a confidential chat:
Call: 01628 543101
Email: communitysafety@housingsolutions.co.uk



Listen – person centered approach

Policies alongside Domestic abuse – Lived experience and allocations

Safe place to report incidents

Data accuracy – tailoring services – Case management (REACT)

Training and procedures

Domestic abuse working group

Comms – Internally and externally

Case audits and business audits

Clear objectives

Importance of Partnerships



Golden Thread to Service Delivery



Board strategy away day – focus on domestic abuse and lived experience

Reports to board and audit and risk with demographics – customer experience reporting

Get an executive sponsor for your events and campaigns – get out there into the community!

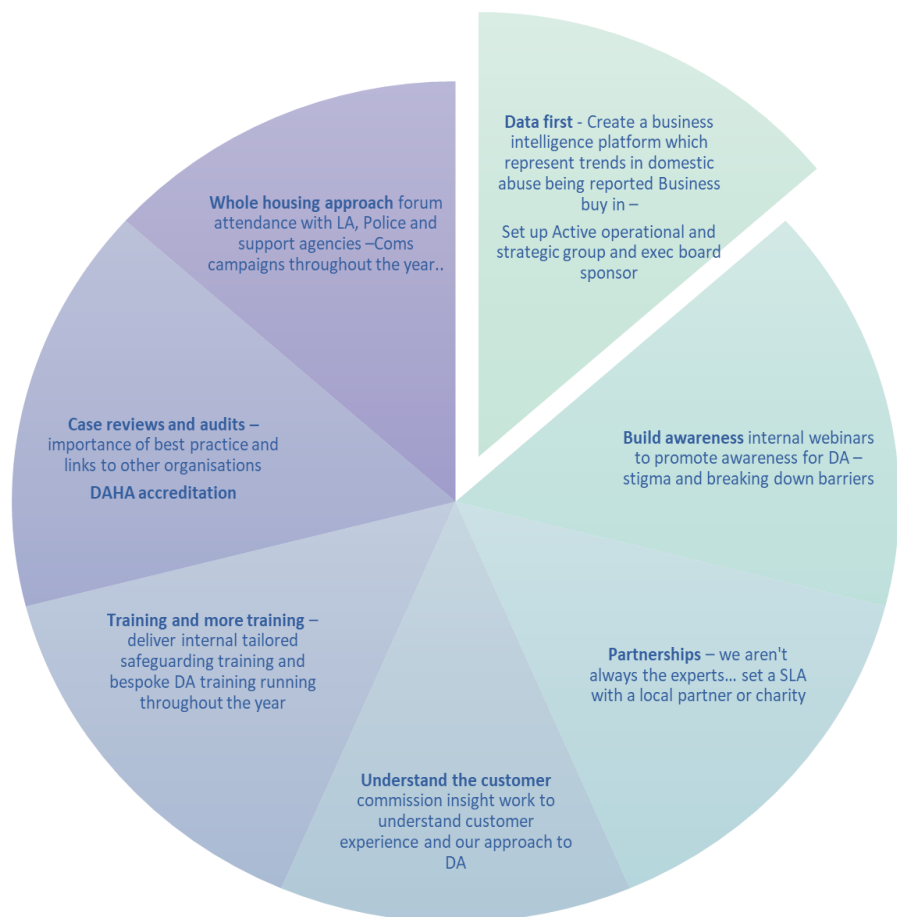
Importance of Asset teams - Train and include your trades and contractors



By implementing principles, we have seen..

- ✓ Enhanced signposting to support agencies.
- ✓ IDVA (Independent Domestic Violence Advisor) available in Housing Solutions offices twice a week, positively impacting case work.
- ✓ Faster resolution of cases.
- ✓ Improved sharing of information on support services.
- ✓ Increased staff awareness.
- ✓ Joint training sessions for frontline teams from both Housing Solutions and the Local Authority.
- ✓ Campaigns targeting residents through our community-wide publication.
- ✓ Weekly reports to Local Authorities on domestic abuse cases.
- ✓ Improved data accuracy through the collection of Equality, Diversity, and Inclusion (EDI) data.

Establishing frameworks with partners to deliver domestic abuse services



Embed joint training and awareness: Coordinate regular cross-sector training sessions (e.g. MARAC, trauma-informed care) for housing and partner staff.



Co-design support services: Involve survivors and frontline workers from all partner organisations to shape tailored, inclusive support models.



Align strategies and funding bids: Work together on funding applications and local strategies (e.g. DA strategies, VAWG, Housing First) to ensure a coordinated approach.

Thank you

Sarah.Andrews@housingsolutions.co.uk

NETWORK BRIGHTON

**It's time to join fellow housing professionals in the
exhibition hall for complimentary refreshments and
networking**

15:30 – 17:30

