

SPBM Conference: from insight to action

Draft Programme and Event Booklet

23rd April 2020

**National Council for Voluntary Organisations, 8 All Saints St, London N1 9RL
(Kings Cross)**

Registration: 9:45 am

Start: 10:15 am

Close: 3:40 - 3:50 pm

The Acuity SPBM Conference seeks to make sense of the operating environment and its implications from a smaller housing association perspective so that you are in the best possible position to respond positively to the challenges.

What does the new political landscape mean for smaller housing associations and their tenants? Will a 'People's Government' usher in better times for those 'left behind', including a commitment to social housing, or is it business as usual at Conservative HQ? Either way, following Grenfell, the Government is likely to significantly beef up consumer regulation to show that it has listened. What might the implications be? What should you be thinking about?

The programme explores key facets of the emerging operating environment:

- the latest on housing policy, political and economic landscape and regulatory direction of travel from the CIH and Regulator of Social Housing
- getting it right when things go wrong from the Housing Ombudsman Service
- breakout sessions will be repeated so you have more choice over the day's content:
 - realising smaller housing association's development potential
 - satisfaction surveys: update on the new approach
 - VFM compliance: getting it right
 - fundraising and income generation

There will be ample opportunity to network with colleagues over lunch and at the break.

In the interests of open exchange and transparency, the event will operate in accordance with the Chatham House rule.

Available presentations to be sent to delegates before the event. Presentations will be available on the Acuity website.



Morning timetable

09:45 **Registration and refreshments**

10:15 **Chair's welcome and introduction**

Martin Collett, CEO, English Rural

10:25 **Policy update**

TBC, CIH

Five months in, CIH will make sense of a new political landscape and the Government's emerging policy: where do we stand, what has yet to be decided and how should the sector position itself with the new administration?

11:10 **Social housing regulation: what's wanted and where are we going?**

Jonathan Walters, Deputy Chief Executive, Regulator for Social Housing

Learning from regulatory engagement: what does good look like? What's the RSH's latest take on sector risks and how the sector should engage with Whitehall/Westminster? Where might the White Paper take regulation and the RSH?

11:55 **Refreshment break**

12:10 **Getting it right when it goes wrong**

Emma Foxall, Deputy Ombudsman, Housing Ombudsman Service

What does the Ombudsman actually do and how does it fit with regulation and the local complaints process? With consumer issues centre stage, what can we learn from the Ombudsman's case load? What does good complaints resolution look like and how can complaints be avoided in the first place?

12:55 **Lunch**



Afternoon timetable

1:55 Breakout sessions #1

a) Realising smaller housing associations' development potential

Sarah Finnegan, Head of Member Relations and Lawrence Morris, Policy Officer, NHF, Robin Roberts, CEO, Sutton Housing Society

What has the NHF learnt from its engagement with sector over the last few years about increasing supply? How are they supporting smaller associations to overcome obstacles and unlock their potential? What's happening on the ground or in the air for that matter? Robin tells us about SHS's ambitious programme of using the latent potential of rooftop locations.

b) Satisfaction surveys: are you up to date?

Denise Raine, Director, Acuity

Resident satisfaction surveys continue to be an essential tool to shape services, improve ways of working and enhance the customer experience. But there are compelling drivers for a refresh: a renewed focus on consumer standards, growth in digital communications, innovation from other sectors, appetite for real-time feedback and a desire to use the latest analytical tools to understand satisfaction. Come and find out the latest news about the revised and relaunched HouseMark STAR framework.

c) VFM compliance: getting it right

Steve Smedley, Associate Director, Acuity

The sector still seems to be struggling with VFM compliance. This session seeks to demystify regulatory requirements and provide ideas about how you might crack it.

d) Community Investment: making your resources go further

Luke Southall, MD and Rahul Bissoonauth, Director of Business Development, Oaks (part of the Aquila Group)

Housing providers invest millions every year on initiatives that change the face of communities all over the nation. Luke and Rahul explore the most effective mechanisms for this investment into your communities and determine how best to utilise your skills, resources and time. The session will identify opportunities to generate additional income for your community activity, ranging from securing grants and corporate partners to managing fundraising campaigns and procuring new suppliers.

2:45 Breakout sessions #2

Breakouts repeated

3:40 – 3:50 Round-up and close

Available presentations will be sent to delegates before the event. Presentations will also be available on the Acuity website.