

## Programme

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

**09:40 Registration, refreshments and networking**

**10:10 Chair's welcome and introduction**  
*Martin Collett, CEO, English Rural*

**10:20 Operating environment and policy update**  
*James Prestwich, Director of Policy and External Affairs, CIH*

Ongoing geo-political and economic woes; the health, safety and economic well-being of tenants; difficult investment choices; levelling up; consumer regulation; sector reputation; etc. There's a lot going on. James provides a round-up of where we are, where we may be going and a view on the vital role of social housing and its professionals.

**11:05 Ombudsman update**  
*Bill Gill, Director, BG Audit and Consultancy Limited,*

With the current high profile of social housing, following Grenfell and the case of Awaab Ishak, all officers and boards need to consider the reputational risk associated with adverse findings. This session will provide an insight into the approach taken by the Housing Ombudsman in meeting their objectives. Bill will look at their work to date and what Associations can learn from their various outputs and publications, particular in light of the forthcoming changes to the consumer standards.

**11:50 Refreshment break & networking**

**12:10 Breakout sessions #1**

### **a) Reputation**

*Jo Allen, Head of Member Relations and Lead for Smaller Housing Associations, NHF*

The sector's reputation has been tarnished. How can the sector change the current narrative and deliver better outcomes for tenants and customers? Might smaller housing associations have a specific role in changing perceptions? Jo will explore the issues and a way forward including the recent joint NHF/CIH *Better Social Housing Report* which provides an 'actions not words' approach through a series of recommendations for action by the sector.

### **b) A quart from a pint pot?: solving the strategic asset management puzzle**

*Steve Warran, CEO, White Horse Housing; Rachel Pinchin, Deputy Chief Executive, Elim Housing*

Health and safety of tenants, planned improvements, decarbonisation, Decent Homes 2 and development. Finite resources can only go so far. This session wrestles with the process from



identifying a proportionate approach to stock condition surveys to understanding the results and prioritising investment through to appropriately costing for it in the business plan. Likely to be a lively debate.

**1:00 Lunch and networking**

**2:00 Social housing regulation update**

*Will Perry, Director of Strategy, Regulator for Social Housing*

How is consumer regulation shaping up and what might proportionate regulation look like for smaller housing associations? What's the RSH's latest take on risk and managing the sector's relationship with Whitehall and Westminster? Given the current spotlight on the sector, what does the RSH expect from associations right now? Will brings us up to speed with the considerable changes afoot at the RSH.

**2:50 Breakout sessions #2**

**a) TSM surveys: compliance for smaller housing associations**

*Denise Raine, Director, Acuity*

The Tenant Satisfaction Measures (TSMs) go live in April 2023. Denise will set out a compliant survey approach that will work for smaller housing associations, including tackling the challenges of sampling, survey fatigue, representation, choosing the right method, etc. Also, what has Acuity learnt from trialling the TSMs over the last year in terms of the fall in satisfaction scores, satisfaction drivers and the disparity between survey methods.

**b) Responding to the cost of living crisis**

*Nick Chambers, CEO, Lace Housing*

The cost of living crisis is deepening, impacting on tenants and staff. How does it affect different client groups? How are housing associations responding? What are the most effective interventions? Is there a limit to what associations should be doing?

**3:40 – 3:45 Round-up and close**