



The way forward for Tenants

ARCH Tenants' Group annual conference

20 September 2017
Birmingham City Council

Conference hosted by:



Birmingham
City Council

9.15 am **Delegate registration**

10.00 am **Welcome**
Jenny Hill, *ARCH Tenants' Group Chair*

10.05 am **What's next for Housing**
Rob James, *Service Director Housing, Birmingham City Council*

Rob will talk about the implication of legislation and the provision of Housing Services and Birmingham's approach to some of the challenges.

10.30 am **Update on the HCA's Tenant Involvement and Empowerment Standard**
Jonathan Walters, *Deputy Director Regulation, Homes Communities Agency*

Jonathan Walters will provide an update on the Homes and Communities Agency's (HCA) Tenant Involvement and Empowerment Standard, which includes customer service, complaints, involvement and responding to the diverse needs of tenants. Jonathan will also take you through how their standards are regulated.

11.00 am **Break & networking**

11.20 am **Move to workshops**

Workshop No.1 **Welfare reform**
Karen Markall, *Lead for Birmingham Financial Inclusion Partnership, Birmingham City Council* and **Margaret Calleja**, *Universal Credit Project Manager for Rent Service, Birmingham City Council*

Karen and Margaret will talk about the actions Birmingham City Council is undertaking to support their tenants by incorporating personal budgeting support, financial capability support, online support and the work they are doing in St Georges. They will also talk about the actions they are taking around rental collection.

The session will include feedback from areas that are already live with a full Universal Credit service, including Solihull who have just gone live.

Chaired by: an ARCH Tenants' Group Member
Rob James, *Service Director Housing, Birmingham City Council*

Workshop No.2 **Benefit to Society - (formerly Smashing Silly Stereotypes campaign)**
Catherine Little, *Campaign Co-ordinator, SOHA Housing*,

All too often the media and others portray council tenants and council housing in a negative way. A group of social landlords and tenants have come together to tackle the unfair and unhelpful stereotyping of social housing tenants.

ARCH is supporting the 'Benefit to Society - (formerly Smashing Silly Stereotypes campaign)' and is represented on the Campaign Steering Group by Jenny Hill, chair of the ARCH Tenants' Group and Carole Halfacre ARCH Tenants' Group co-ordinator.

Chaired by: an ARCH Tenants' Group Member

Workshop No.3 **Effective Tenant Involvement**

Leona Mantle, *Tenancy Services Manager, Kettering Borough Council*

Martyn Lund, *ARCH Tenants' Group Member*

More details to follow.

Chaired by: an ARCH Tenants' Group Member

12.20 pm

Feedback from Breakout Sessions

NAME TBC - *ARCH Tenants' Group Member*

NAME TBC - *ARCH Tenants' Group Member*

NAME TBC - *ARCH Tenants' Group Member*

7 mins each to feedback

12.50 pm

And the winner is... Community Champion Award

Sponsored by ARCH



1.00 pm

Lunch

1.50 pm

Universal Credit – The timetable

Dave Anthony, *External Relations and Orientation, Department for Work and Pensions*

Now that the Department for Work and Pensions has announced the rollout schedule through to September 2018 for the full digital Universal Credit service, this session will take you through how your residents can sign up to the full digital universal credit service and sign on at the Jobcentre Plus. Dave will look at the lesson learnt so far and what the tenants should consider going forward from the lessons learnt.

2.20 pm

The new UK Government's package for housing

John Bibby, *Chief Executive, ARCH*

In this session John Bibby, ARCH Chief Executive will take you through the new Government's package for housing. He will also consider the impact on stock retaining authorities by the implementation of the past government's housing policies (Right to Buy, High Value Asset (HVA) Levy, Fixed Term Tenancies, discretionary Pay to Stay Scheme, impact of 1% rent cut).

2.50 pm

Chair's Closing Remarks

3.00 pm

Conference ends