

## Chief Officers' Conference 2018

Thursday 22 and Friday 23 November 2018  
Scarman Conference Centre, University of Warwick

Programme (subject to change)

### Day 1 – Thursday 22 November

**10:30** Registration and networking refreshments

**11:00** **Welcome and opening remarks**  
*Chair: Laurice Ponting, Chief Executive, HouseMark  
John Bibby, Chief Executive, ARCH and Eamon McGoldrick,  
Managing Director, NFA*

**11:10** **Social Housing Policy Update**

- Right to buy consultation
- Social Housing Regulation
- Rent policy post 2020
- Supply

Including time for Q&A

*Jane Everton, Deputy Director, Social Housing, Ministry of  
Housing, Communities & Local Government (MHCLG)*

**11:55** **Response to the Green Paper**  
The Chartered Institute of Housing is aiming to shape the future of social housing and will reflect on the following;

- Green paper response
- Rethinking social housing project
- Hackitt review recommendations
- Oliver Letwin review to tackle barriers to building
- Government policies

Including time for Q&A

*Terrie Alafat, Chief Executive, Chartered Institute of Housing*

**12:40** **Networking lunch**  
Restaurant

Move to breakout sessions after lunch

13:40

### Breakout sessions

#### 1) The future of housing management

In light of the Grenfell Tower tragedy and the expected increased focus on consumer regulation in the Social Housing Green Paper, this session will consider the balance between self-service and face to face communication. LA/ALMOs need to know who is living in all of their properties and need to keep this information up to date, how can this be done effectively with support from all touch points with tenants?

**Karen Loweman**, Director of Housing Management, Colchester Borough Homes and second speaker to be confirmed

#### 2) A voice for tenants

In this session Nic and Sarita will provide an update on A Voice for Tenants as well as the Benefit to Society campaign and the relationship between the two.

**Nic Bliss**, Head of Policy, The Confederation of Co-operative Housing and **Sarita-Marie Rehman-Wall**, Board Vice-Chair, NFA

14:40

### Networking refreshment break

15:00

#### Fire safety – new building regulations

The independent review of building regulations and fire safety (Hackitt Report) sets out over 50 recommendations for government on how to deliver a more robust regulatory system for the future.

Rob and Nick will give an overview of the latest recommendations and will share their organisation's response, looking at the bigger picture and where this make take us. They will also reflect upon what Grenfell has meant for them and what they are planning to do going forward in terms of resident involvement and the sharing of safety information.

**Rob James**, Acting Corporate Director, Birmingham City Council and **Nick Murphy** Chief Executive, Nottingham City Homes

Followed by Q&A panel session

Chaired by **Laurice Ponting**

- 15:50**      **Resident engagement – independent Tenants’ body**  
In light of the Green Paper, what does best practice in resident engagement look like for a LA/ALMO?  
  
*Emma-Jane Flynn, National Consultancy Manager, Tpas*
- 16:35**      **Regulation – what this means to LA/ALMOs**  
Jonathan will provide an update on consumer regulation and rent standards along with discussing other proposed reformed regulations following the publication of the Green Paper.  
  
*Jonathan Walters, Deputy Director of Strategy and Performance, Regulator of Social Housing (RSH)*
- 17:15**      **ARCH AGM**  
*Chaired by John Bibby, Chief Executive, ARCH*
- 17:15**      **ALMO’s – current opportunities and challenges**  
*Eamon McGoldrick, Managing Director, NFA*
- 19:15**      **Networking drinks reception**
- 19:45**      **Networking Dinner**

## Day 2 – Friday, 23 November

Breakfast served in the restaurant and room check out

09:40

### Chair's welcome (Day 2)

**Laurice Ponting**, Chief Executive, HouseMark

09:45

### Delivering the renaissance in council housing

In this panel session, we will consider and discuss the opportunities provided by Government to support and fund the development of new homes and access to the Affordable Housing Programme £2bn additional funding.

Chaired by: John Bibby, Chief Executive, ARCH, with;  
**Rebecca Shrubsole**, Deputy Director, Right to Buy and Council Housing, Ministry of Housing, Communities & Local Government (MHCLG), additional speakers to be confirmed

11:00

### Networking refreshment break

11:20

### Demonstrating real value

How can LAs and ALMOs demonstrate the value of their services to residents and the regulator? In this session John will use the latest HouseMark data and analytics to show how landlords can identify, capture and evidence the positive benefits they provide.

**John Wickenden**, Research Manager, HouseMark

12:00

### Impact of devolution

In this session Phillip will provide an overview on the impact of devolution across different regions with a particular focus on the role of housing in devolution deals.

**Phillip Blond**, Director, ResPublica

12:45

### Conference close

A summary of the key issues drawn from the conference and an overview of the impact these issues will have for ARCH, NFA and HouseMark members.

**Laurice Ponting**, Chief Executive, HouseMark

**John Bibby**, Chief Executive, ARCH

**Eamon McGoldrick**, Managing Director, NFA

13:00

### Networking lunch prior to departure