

Chief Officers' Conference

Thursday 5th and Friday 6th March 2020
Scarman Conference Centre, University of Warwick

Programme

Day 1 – Thursday 5 March

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 Green Paper – where next?**

Consultation on the Green Paper closed in November 2018 and we await the government's response. In this opening session we will explore, with the MHCLG, what this will mean for stock retained councils and Almos.

- Action plan
- Update on resident engagement
- Indication on what the Decent Homes Standard may look like

Including time for Q&A

***Lizzie Clifford**, Head of Social Housing Policy, Ministry of Housing, Communities & Local Government (MHCLG)*

11:40 **Regulatory compliance: what should councils and ALMOs be doing?**

Recent Regulatory Notices published by the Regulator of Social Housing have concluded that a number of councils have failed to comply with the consumer standards, particularly in relation to the management of health and safety. This presentation will take a look at what went wrong, and what stock retained councils and ALMOs should be doing to ensure compliance. It will also touch on the future regulatory landscape and what it might mean for Councils and ALMOs.

***Angela Holden**, Senior Advisor, Investigation and Enforcement and **Anna Furlong**, Head of Regulatory Framework, Regulator of Social Housing*

The role of the Housing Ombudsman

The handling of complaints featured heavily in tenant responses to the Green Paper, and the government have already promised to improve consumer redress in housing. We will hear from Richard,

what this means for the role of the Ombudsman in the future.

Richard Blakeway, *Housing Ombudsman*

Followed by a 20-minute Q&A panel session

13:00

Networking lunch

Served in the restaurant

14:00

Building a Safer future – the role of social landlords

Following the Hackitt Review, the government's recent consultation paper "Building a Safer Future" set out a radical new agenda for the construction and management of high-rise residential buildings and others. Jeremy, Ian and Rebecca will help us explore what these new responsibilities will mean for social landlords.

Jeremy Pocklington, *Director General, Housing, Ministry of Housing, Communities & Local Government (MHCLG) (Invited)*

Ian Doolittle, *Consultant* and **Rebecca Rees**, *Partner, Towers and Hamblins LLP*

Including 20-minutes for Q&A

15:00

Networking refreshment break

15:30

Managing to make a difference: Housing Management good practice

In this session we will summarise the key findings of the NFA report 'Managing to Make a Difference'. The report explores the rich resource of its members' ground-level and frontline experiences of social housing management and aims to kickstart a conversation with government and the wider social housing sector about what good housing management should look like. Chloe and Eamon will also highlight a number of good practice case studies and outline their key requests to government.

Chloe Fletcher, *Policy Director* and **Eamon McGoldrick**, *Managing Director, NFA*

16:15

Session to be confirmed

17:00

ARCH AGM

Chaired by **John Bibby**, *Chief Executive, ARCH*

17:00

ALMO's – current opportunities and challenges

Eamon McGoldrick, *Managing Director, NFA*

19:15

Networking drinks reception

19:45

Networking dinner

Lakeside restaurant

Day 2 – Friday 6 March

Breakfast served in the restaurant and bedroom check out

09:40

Chair's welcome (Day 2)

Laurice Ponting, Chief Executive, HouseMark

09:45

Using tenant feedback to shape services

Most social landlords regularly collect tenant feedback, but the majority feel they are not making best use of the results. In this session, Jonathan will use latest HouseMark data and research to help you understand your tenant feedback and how to use it to drive improvements.

Including time for Q&A

Jonathan Cox, Deputy Director of Business Intelligence, HouseMark

10:25

Where next for council housing

Theresa May promised “a new generation of council housing” but is the new government wedded to this promise. We will hear the latest from the MHCLG on government policy towards social housing.

Including 30-minutes for discussion and Q&A

James Hood, Deputy Director, Local Authority Housing and Right To Buy, Ministry of Housing, Communities & Local Government (MHCLG)

11:25

Networking refreshment break

11:45

Managing in an ever-changing environment

The pressures on managers in councils and Almos has never been greater and is likely to increase. We will take a look at how we can best equip ourselves to survive and thrive in this new environment.

Speakers to be confirmed

12:30

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

12:45

Networking lunch prior to departure