Government Events

# The Social Housing Services Conference 2021

Tuesday 11th May 2021

Event Guide

CPD CERTIFIED
The CPD Certification Service

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Please **click here** for an example of how the online platform will look. Please also see a video explanation on how to log into and use EventsAir.

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# Our Loyalty Discount

This discount entitles attendees to a 20% discount on any future conference being run by Government Events in the next 12 months. Please quote code Loyalty20 at the start of your booking.

# How to Claim Your CPD Points

Regarding CPD credits, it is the individual delegate's responsibility to evaluate their learning and record it appropriately into their CPD portfolios according to your institute's requirements.

For this Conference, you are entitled to 8 CPD points.

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# Welcome Letter

Dear Delegate,

Welcome to The Social Housing Services Conference 2021.

In November 2020, the Government released The Charter for Social Housing Residents: Social Housing White Paper, prompting social housing providers to re-evaluate the safety of homes, improve complaints processes and strengthen communication with residents. Housing services have had to overcome multiple obstacles due to Covid-19, with the Regulator of Social Housing reporting that tenant arrears April-June 2020 were 4% on a mean basis, compared to 3.5% in the same period in 2019. However, social housing is adapting well with important maintenance, such as gas safety checks, back to pre-coronavirus levels from November 2020 and social housing services can continue to make progress and support tenants despite challenges.

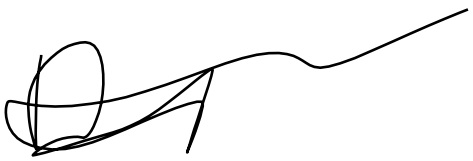
- A HouseMark survey from December 2020 revealed that social housing arrears are 40% higher in areas with tighter local restrictions
- Landlords had built up a repairs backlog of 800,000 jobs during April 2020 and many have not been able to begin addressing delayed repairs
- The fall in social housing lettings in 2020 has led to 45,000 extra homes sitting empty
- The Regulator of Social Housing has reported that despite tiered restrictions in England, the delivery of key maintenance services remained stable in October 2020

At The Social Housing Services Conference 2021 you will hear the most up-to-date policy and best practice in social housing services. Expert speakers will provide insights into key challenges, including handling tenant complaints, managing rent arrears, and avoiding evictions. Case studies will provide practical guidance relating to topics such as anti-social behaviour and supporting vulnerable residents. This event also includes a structured networking session where you will have the chance to discuss challenges and solutions relating to increasing rent arrears and the impact of Covid-19.

If you have any technical issues, please get in touch with our technical team through the support button at the top of the EventsAir platform.

We hope you have a rewarding and enjoyable day.

Yours Truly,



David Blake
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# Agenda AM

09:00-09:40 **Online Registration**

09:40-09:50 **Chair's Welcome Address**
Sue Shirt, Executive Director of Customer Experience, Stonewater

09:50-10:10 **Keynote: A New Charter for Social Housing Residents: MHCLG Update**
Nici Hosfield, Programme Lead for Social Housing White Paper Implementation, Ministry of Housing, Communities and Local Government

10:10-10:30 **Keynote: Handling Complaints Promptly and Fairly in Social Housing**
Dr Yoric Irving-Clarke, Policy and Practice Officer, Chartered Institute of Housing

10:30-10:50 **Key Supporter Session: How Technology has Supported the Most Vulnerable during Covid-19**
Greg Andrews, Client Experience Manager, MRI Software
Jennie Atkins, Solutions Architect, MRI Software

10:50-11:10 **Questions and Answers**

11:10-11:25 **Comfort Break**

11:25-11:45 **Case Study: Zero Evictions: Supporting Tenants Facing Hardship through a Proactive Approach**
Brendan McWhinnie, Income Team Leader, ClwydAlyn Housing

11:45-12:05 **Case Study: Targeted Approaches to Tackling Anti-Social Behaviour**
James Clarke, Area Manager, Northampton Partnership Homes

12:05-12:25 **Questions and Answers**

12:25-13:10 **Lunch Break**

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# Agenda PM

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| 13:10-13:30 | **Keynote: The New Role of the Building Safety Regulator: Latest Updates for Housing Associations**<br>Tim Galloway, Deputy Director of Building Safety Programme, Health and Safety Executive |
| 13:30-13:50 | **Case Study: Managing Social Housing Rent Arrears and Responding to Covid-19**<br>Laurinda Hornblow, Head of Income, Sovereign Housing Association |
| 13:50-14:10 | **Case Study: Rent Arrears and Covid-19 from a Local Council Perspective: Collecting the Rent and Staying Human**<br>Emily-Rae Maxwell, Head of Housing and Neighbourhoods, Brent Council |
| 14:10-14:30 | **Questions and Answers** |
| 14:30-15:00 | **Networking: Tackling Increasing Rent Arrears** |
| 15:00-15:15 | **Comfort Break** |
| 15:15-15:35 | **Case Study: Effectively Tackling Housing Fraud in the Social Housing Sector**<br>Mark Astley, Head of NAFN Data and Intelligence Services, National Anti Fraud Network |
| 15:35-15:55 | **Case Study: Ensuring Access to Green Space: Thamesmead Making Space for Nature**<br>Dr Phil Askew, Director Landscape and Placemaking, Peabody |
| 15:55-16:15 | **Questions and Answers** |
| 16:15 | **Close of Conference** |
| . | **On-Demand Session: Managing Complaints and Disputes in Social Housing**<br>Verity Richards, Head of Dispute Support, Housing Ombudsman Service |

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# Key Supporter

REAL ESTATE SOFTWARE

www.mrisftware.com/uk/solutions/social-housing

MRI Software is a leading provider of technology solutions and managed services for housing associations and local authorities in the UK and Ireland. Through a comprehensive suite of customer-focused products and applications, we deliver flexibility, choice and scale to over 850 clients in the region. We serve more than 3,000 organisations in social, affordable, public and community housing worldwide. With deep domain knowledge, 50 years' experience and world-class innovation, we believe in our ability to make a difference. We're committed to transforming residents' lives and experiences, and it's our goal to become the trusted technology partner of choice for the sector.

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# Speaker Biographies

## Greg Andrews

Client Experience Manager, MRI Software

With over 15 years' experience gained within social housing, Greg Andrews is passionate about helping clients to unlock the true potential of technology and realise the positive impact it can have on organisations. Working as a Client Experience Manager, Greg ensures the MRI and client relationship is a collaborative one; driving innovation and positive outcomes not only for the client, but for the residents they serve.

## Dr Phil Askew

Director Landscape and Placemaking, Peabody

Dr Phil Askew is Director of Landscape & Placemaking at Peabody leading on Thamesmead, London's New Town and one of London's largest regeneration and development projects. He has a background in Urban Design, Landscape Architecture and Horticulture and leading on major regeneration and green infrastructure projects. Prior to his current role he led the design and delivery of the London 2012 Olympic Park at the Olympic Delivery Authority (ODA) and its transformation into the Queen Elizabeth Olympic Park, the UKs largest new urban park in over a century. At Peabody he is leading a green infrastructure and landscape led approach to Thamesmead called Living in the Landscape making the most of its unique green and blue assets. This will ensure Thamesmead's landscape underpins the regeneration and development taking place and responds to a post-covid world and the climate crisis.

## Mark Astley

Head of NAFN Data and Intelligence Services, National Anti Fraud Network

Mark has been with NAFN since its inception in 1997 and was appointed Head of Service in June 2014. Mark has a background in prevention and detection of fraud, fraud investigation and delivery of IT business solutions. He has been a key player in the development of innovative services and has worked collaboratively with the public and private sector to develop a wide range of data sharing initiatives supporting protection of the public purse. Mark works closely with many central government organisations including the Home Office, Cabinet Office, BEIS, LGA, DWP and other organisations to develop and deliver a range of centralised services. Based in Tameside, Greater Manchester, Mark leads a team of intelligence officers delivering services nationally to local authorities, housing associations and wider public authorities.

## Jennie Atkins

Solutions Architect, MRI Software

Jennie Atkins supports a wide breadth of solutions across MRI Social Housing, and her role as Solutions Architect involves working with clients to understand and map their user journey, overlaying the right technology touchpoints to support organisations with current challenges.

## James Clarke

Area Manager, Northampton Partnership Homes

James Clarke leads Northampton Partnership Homes' (NPH) housing support, tenancy compliance, and the welfare and complex needs teams. James has held various roles at NPH, including housing support worker, mental health worker, and managing the support and welfare team before taking over his current role of Area Manager. In this role, James has moved the focus of the team to helping residents stay in their homes and to sustain their tenancies, and to provide top class customer service. Since taking over the tenancy compliance team, James has integrated them into the support team, so NPH can take a holistic approach to tenancy sustainment, support and welfare. He has driven the tenancy compliance team to achieve a HouseMark accreditation, and the housing support team to gain accreditation as an outstanding provider. James was born and raised in rural Suffolk with a family background in farming. He moved to Northampton to study Criminology, and has lived there since then.

## Tim Galloway

Deputy Director of Building Safety Programme, Health and Safety Executive

Tim joined the HSE in 1991 as a trainee inspector. After completing a 3 year training programme, Tim went on to deal with a variety of industries, including broadcasting, health services, renewable energy, transport, domestic gas, fairgrounds and product safety. After a spell managing operational teams covering major accident hazard industries, he spent five and a half years leading HSE's operational work in the southern third of Great Britain. He joined the HSE Building Safety Programme in February 2020.

## Laurinda Hornblow

Head of Income, Sovereign Housing Association

A highly skilled housing professional, Laurinda has over 26 years' experience working in both strategic and operational housing management environments. She is passionate about delivering an income service which not only recognizes the financial challenges many residents face, but one that is personalised to meet individual needs. Laurinda and her team - who are usually located in six different offices across the south - recognise that every customer is different. With 47,000 social rent customers, collecting rent and managing arrears is vitally important, after all, it's rental income

that drives the services that make a difference – building the homes that communities need and supporting residents to sustain their tenancies. Before joining Sovereign in 2013, Laurinda worked for a local authority and registered provider.

## Nici Hosfield

### Programme Lead for Social Housing White Paper Implementation, Ministry of Housing, Communities and Local Government

Nici Hosfield is leading the implementation programme for the Social Housing White Paper, within the Ministry of Housing, Communities and Local Government. She is an experienced policy professional with a background in social research. She has spent most of her career in the civil service, working across a number of government departments and policy areas including employment rights, equality and discrimination law, policing, open data and media policy.

## Dr Yoric Irving-Clarke

### Policy and Practice Officer, Chartered Institute of Housing

Yoric is currently a policy and practice officer for the Chartered Institute of Housing, leading on homelessness, domestic abuse, and complaints and the social housing white paper. Prior to this he worked in practice for over 20 years, and for several local authorities and housing associations; mostly in the provision and management of supported housing. Yoric completed a PhD at De Montfort University, Leicester writing his thesis on the history of supported housing in the UK, and implementation of the Supporting People programme. He has published two books, *Supported Housing: Past, present and future*, and *Housing and Domestic Abuse: Policy into Practice,* the latter co-authored with Dr Kelly Henderson. Both are available from Routledge.

## Emily-Rae Maxwell

### Head of Housing and Neighbourhoods, Brent Council

Emily-Rae Maxwell is the Head of Housing and Neighbourhoods at Brent Council. In this role she oversees a variety of teams including: Income Management, Leasehold and Home Ownership, Tenancy Management, Estate Caretaking Services and Customer Experience. Emily-Rae started her career on the Local Government Associations National Graduate Development Programme where she went on to secure a team leader role in Housing and completed an ILM 7 in strategic leadership. In 2017, Emily-Rae was awarded the Housing Heroes New Professional of the Year award for her work with Tpas to deliver the Tenant Engagement Standards. Emily-Rae has continued to study alongside her role nearing completion of a Social and Public Policy MA with the University of York and currently sits on the Chartered Institute for Housing London Board.

## Brendan McWhinnie

### Income Team Leader, ClwydAlyn Housing

Brendan is an experienced housing professional with a career in social housing spanning 25 years. During this time, he has managed generic and specialist housing teams working across 6 local authority areas of North and Mid Wales. In his current role at ClwydAlyn Housing, Brendan is the Income and Welfare Team Leader, with responsibility for income collection, welfare rights and well-being. He has undertaken a lead role in developing ClwydAlyn's approach to the prevention of Eviction into Homelessness. Brendan is a chartered member of the Chartered Institute of Housing and holds professional qualifications in leadership, management and health and safety. He has a special interest in relationship management and restorative practices. Brendan describes himself as having a passion for anything housing related. He has a strong desire to ensure that Clwyd Alyn residents and the local communities receive the very best level of customer service that is accountable, accessible and provides outcomes in keeping with the organisation values.

## Sue Shirt

### Executive Director of Customer Experience, Stonewater

Sue Shirt is Executive Director for Customer Experience at Stonewater, a leading and specialist social housing provider managing around 33,600 homes for over 75,000 customers. She has 30 years housing experience operating at an executive level across a range of organisations for the last 18 years. Passionate about ensuring Stonewater always demonstrates respect for those it serves and for each other, and that the customer remains central to decision making. Sue was part of the team which created Stonewater focusing in particular on the development of customer facing services and tenant scrutiny. Prior to this, her roles included housing consultant for a range of organisations, Managing Director for a rural LSVT and Head of Service in a former coal field regeneration area. She is a graduate in Economics, a Fellow of the Chartered Institute of Housing and a Member of the Chartered Management Institute. Sue is a trustee for a domestic violence charity and was awarded Woman of the Year – Tenant/Customer at the 2019 Women in Housing Awards.

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# Delegate List

**BCP Council,** *Neighbourhood Tenancy Manager*
**Birmingham City Council,** *Assistant Director Housing (Acting)*
**Birmingham City Council,** *Head of Income Collection*
**Brentwood Borough Council,** *Housing Services Manager*
**Brentwood Borough Council,** *Estates Management Team Leader*
**Brentwood Borough Council,** *Director of Housing and Enforcement*
**Bristol City Council Finance,** *Business & Information Analyst*
**Bristol City Council Finance,** *Structural Engineer*
**Bristol City Council Finance,** *Estates & Site Manager*
**Bristol City Council Finance,** *Income & Leasehold Manager*
**Bristol City Council Finance,** *Policy & Practice Manager*
**Bristol City Council Finance,** *Service Manager, Response Repairs*
**Bristol City Council Finance,** *Business Intelligence Manager*
**Bron Afon Community Housing,** *Community Housing Service Lead*
**Castles & Coasts Housing Association,** *Finance Director*
**Castles & Coasts Housing Association,** *Head of Finance*
**CESSA Housing Association,** *CESSA HA Board Member*
**Chelmer Housing Partnership,** *Digital and Transformation Director*
**Chelmer Housing Partnership,** *Assistant Company Secretary*
**Chelmer Housing Partnership,** *Neighbourhood Director*
**Chelmer Housing Partnership,** *Head of Governance & Assurance*
**Chelmer Housing Partnership,** *Graduate – Company Secretariat*
**Chelmer Housing Partnership,** *Policy, Research and Insight Manager*
**Croydon London Borough Council,** *Cabinet Member for Homes*
**DIO RD Accn,** *SO1 Capital Purchase*
**ELDC,** *Hospital Housing Link Worker*
**Fareham Borough Council,** *Neighbourhood Manager*
**GCHA,** *Financial Controller*
**Gosport Borough Council,** *Neighbourhood Operations Manager*
**Gosport Borough Council,** *Head of Housing*
**Hornsey Housing Trust,** *Head of housing*
**Hornsey Housing Trust,** *CEO*
**Hornsey Housing Trust**
**Kirklees Homes & Neighbourhoods,** *Head of Partnerships*
**L&Q,** *Director of Strategic Partnerships*
**Merseyside Fire & Rescue Service,** *Station Manager, Prevention Department, Merseyside Fire & Rescue Service*
**Ministry of Defence,** *Assistant Head of Strategic Support DIO Accommodation*
**Nicholas James Care Homes Limited,** *IT Manager*
**North Kesteven District Council,** *Deputy Chief Executive*
**North Tyneside,** *Housing Services Manager*
**Ongo House,** *Chief Executive*
**Reading Borough Council,** *Tenant Services Manager*
**South Yorkshire Housing Association,** *OD Partner*
**Stockport Homes Group,** *Head of ASB Services*
**The Community Housing Group,** *Interim Executive Manager - Operations*
**The National House Project,** *Director*
**The Wrekin Housing Group,** *Head of Operational Services*
**Welsh Government,** *Housing Management*
**Welsh Government,** *Head of Housing Regulation*
**Welsh Government,** *Director of Housing and Regeneration*
**Welsh Government,** *Deputy Director, Homes & Places*
**Westminster City Council,** *Leasehold and Rents Service Manager*
**Westminster City Council,** *ASB Service Manager*
**Wolverhampton Homes,** *Assistant Director - Housing Options*
**Wolverhampton Homes,** *Assistant Director – Corporate Services*
**Worcestershire County Council,** *Housing Project Officer*

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# Our Future Events

Please look at our website, www.GovernmentEvents.co.uk,
to view our future events. These include:

## The Public Sector Estates Conference

20th May 2021, Online

## The Waste Management Conference

25th May 2021, Online

## The Tackling Misinformation Conference 2021: Communicating Effectively to Improve Local Services

7th July 2021, Online

For any enquiries, please call 0330 0584 285 or email Enquiries@governmentevents.co.uk

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## Thank you for attending our conference.

We hope you found the day interesting and insightful. Speaker presentations will be made available to download on completing the post show survey which will be emailed to you within one week after the event.

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