

Programme

09:30 Welcome and joining

Yvonne Davies, YD Consultants (Tenant Advisor)

09:45 Joint Chair's opening remarks and housekeeping

Liz Cook, NHC Board Member & Yaw Boateng, Chair of Croydon Residents Panel

09:55 Update and learnings from the Housing Ombudsman Service

Victoria King, Sector Learning and Development Lead, Housing Ombudsman Service

Victoria will share:

- The changed role of the service and what stays the same.
- The focus of their work in the next 12 months, from their new Business Plan.
- The role of their newly recruited Resident Panel and how this will influence decision making.
- Their spotlight report "A relationship of equals" and their expectations of landlords from of this report
- Learning resources available for tenants and landlords from their publications and podcasts, including their recent reports.

10:25 Workshop One: how we all address social housing stigma

Fiona Brown, Involved Tenant, Progress Housing Group and Stop Social Housing Stigma National Committee Member & Nic Bliss, Campaign Director at Stop Social Housing Stigma

SSHS are partnering with CIH (Chartered Institute of Housing), TPAS (Tenant Participation Advisory Service) and Durham and Sheffield Hallam Universities to develop a Pledge for landlords and residents to agree, a unified approach to address stigma locally.

They will:

• Link their work to the new Conduct and Competency Standard of the Government, soon to be regulated, by Regulator of Social Housing (RSH)

- Share their findings from surveys of residents, landlords, contractors, and stakeholders.
- Invite you to suggest content for the pledge.
- Invite you to suggest content which will help you, in the self-assessment, action plan and policy.
- Share how you can become a free member of the stigma campaign.
- Let you know how you can become involved in focus groups

11:05 Break

11:15 Update and learnings from the Regulator of Social Housing (RSH) Kate Dodsworth, Chief of Regulatory Engagement, RSH

The Social Housing (Regulation) Act gave the RSH new powers to regulate and inspect all their Registered Providers from April 2024.

In this session, RSH will briefly share their new approach to regulation and inspection.

- How Inspections will work in practice and what to expect from the first year of inspections
- How RSH use tenant insight in their work
- What to expect from future consultation as and when new directives are conformed from DLUHC

11.45 Unlocking Success Bursary for social housing residents

The Northern Housing Consortium (NHC) Bursary for tenant training awards £500 to help tenants develop learning and success skills for future employment.

In 2024, to mark the NHC's 50th year, 50 awards will be given to residents, when specified needs like laptops or bus passes may be awarded to the value of £400.

In this session you will hear from NHC staff on how you can apply for the award and bursary recipients on how they have used their award.



12:10 Workshop Two: Making the case to build more social homes
Frances Harkin, Head of Services at HACT (Housing Association Charitable Trust)

HACT have commissioned by Shelter, to research the case for more social homes to be built.

This will be a workshop to gather the experiences of those who live in social housing and landlords who have experience of service delivery. Your input at the conference will support the delivery of this project.

- Details of how HACT work with landlords to improve services, community development, health, well-being of residents.
- How you can get involved in a survey and focus groups to gather information for their research, to gather your insights
- Engage you in your experiences of moving into and living in a socially rented home.

12:50 Chairs final comments

Liz Cook, NHC Board Member & Yaw Boateng, Chair of Croydon Residents Panel

13:00 Close