

What's on 2019

Two-day Event

We are housing Scotland

Housing Management Conference

24 & 25 September 2019

The Studio, Glasgow

Lunch Sponsor



Attend both days and save £63 per delegate!

Book three places and get a fourth free!

Housing Management Conference 2019

Two-day event

About the Conference

Join housing management colleagues from across Scotland to discuss and exchange ideas about the issues and opportunities facing the social housing sector. The theme this year is putting the social in social housing and together we will explore ways to care for your tenants, care for your organisation and care for you.

Key sessions at this year's conference include the impact of welfare reform, rapid rehousing and tackling homelessness, tenants in recovery, home safety awareness, making accessible the new mainstream and many more key issues and opportunities relevant to housing management professionals.

Benefits of Attending

Through a combination of keynote sessions and workshops we will be exploring a wide range of topics including welfare reform, rapid rehousing, trauma informed practice, and working to support vulnerable tenants as well as transforming our services.

Is this the conference for you?

The conference is aimed at housing professionals on the front-line: housing managers and directors, allocations officers, tenancy sustainment officers, rent collection officers, arrears officers and housing management officers. Board members, consultants, local and central government and other professionals working within the affordable housing sector may also find the conference of interest.

Contact SFHA Events Team

0141 332 8113
events@sfha.co.uk
www.sfha.co.uk/whats-on

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Housing Management Conference 2019

Programme Day One

Tuesday 24 September 2019

09:00 Registration and Tea/Coffee

10:00 Conference Welcome

10:15 **Plenary: You Put the Social in Social Housing**
Zhan McIntyre, SFHA

10:25 **Plenary: Research Insight – Understanding Impact of Welfare Reform on Housing Associations - UK perspective**
Dr Paul Hickman, Centre for Regional Economic and Social Research & CACHE

Welfare reforms continue to have a transformational effect on the housing association sector. Professor Hickman from CRESR recently led a study to explore a more rounded and complete understanding of the challenges facing housing associations that already exists; likely future developments with the sector; and, comments on where further research is needed.

11:30 Chair Yoga

11:50 Tea, Coffee and Exhibition Networking

12:10 Workshop Block A

A1	Equalities Data and Regulatory Standards	Organisation
A2	Communicating Universal Credit to Millennials	Tenants
A3	Mentoring – What's the Point	You
A4	Making Accessible the New Mainstream	Community

13:10 Lunch, Exhibition and Networking

During lunch delegates have an opportunity to attend 'Toolbox Talks' from **Welfare Reform, Alzheimer Scotland or Age Scotland**

14:00 Plenary: Rapid Rehousing and Tackling Homelessness

Marion Gibbs, Scottish Government;
Jacqueline Fernie, South Lanarkshire Council; Allan Jones, Aberdeenshire Council

Housing association provide safe and warm homes to people in housing need across Scotland. But housing associations don't operate in a vacuum, rather they operate within a wider housing policy context. This session will explore the different levels of housing policy and highlight what housing associations can do to influence this.

15:00 What Would You Do?

Zhan McIntyre, SFHA

It's your turn to make the housing management decisions! As you are taken through real life scenarios shared by housing officers, chat with your colleagues about 'what you would do'!

15:30 Tea / Coffee

15:50 Workshop Block B

B1	A Trauma Informed Approach: Hoarding	Tenants
B2	An Informal Guide to Inclusive Language	Organisation
B3	Vicarious Trauma	You
B4	Domestic Abuse: Developing a Good Practice Response	Community

16:50 Networking: The Mix

This year there will be extended drinks at the end the day. Delegates and exhibitors are invited to attend which offers a great opportunity to network.



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Housing Management Conference 2019

Programme Day Two

Wednesday 25 September 2019

10:00 Day 2 Welcome

10:05 Plenary: Housing Innovation Update

Lorna Wilson, SFHA

At this session you'll hear about SFHA's Innovation and Future Thinking Programme. Then you get to choose an Innovation Station to visit. You're spoiled for choice with demos of new online resources for you, discussions on the future of frontline housing, and practical support to help you design services.

11:05 Tea/Coffee and Exhibition Networking

11:20 Workshop Block C

C1	Home Safety Awareness	Tenants
C2	Affordable Credit	Organisation
C3	Being Complained About	You

12:20 Freedom of Information

Freedom of Information legislation will be extended to housing association and co-operatives from November this year. Potentially a substantial change in policy and practice, this session explore potential enquiry types, and allow delegates to consider how to be prepared.

12:50 Mindfulness & Self Care

Mechele Wimble, Mechele Wimble Training

13:20 Lunch, Exhibition and Networking

14:20 Workshop Block D

D1	Community Achievement Awards	Community
D2	Working Collaboratively – Guide to Community Planning Partnerships	Organisation
D3	An Introductory Guide to Housing Policy	You
D4	What Would your Ideal Portal Look Like?	Tenants

15:15 The Housing Management Day from Hell!!

Jim Bauld, Andrew Cowan & Claire Mullen, TC Young

This session will deal with all your worst fears..... and hopefully soothe them. Set in a fictitious RSL office, we will introduce a procession of challenging queries from tenants. The "horrors" of GDPR, allocations, succession, overcrowding, adaptations, repairs and other issues will be considered.

16:15 Closing Remarks



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Housing Management Conference 2019

Workshops

Block A

A1 Equalities Data and Regulatory Standards <i>Dr Peter Matthews, University of Stirling</i> Under the new SHR Regulatory Guidance, housing associations in Scotland must be assured that they are meeting statutory and regulatory standards in promoting equality and diversity for customers and staff. Come to this session to learn about the relevant duties and why collecting relevant evidence will help you promote equality and diversity.	Organisation	A3 Mentoring – What’s the Point <i>Maureen Watson & Katya Allcott, Scottish Mentoring Network</i> High quality mentoring has the potential to: <ul style="list-style-type: none">• Increase board member retention, add value to induction programmes and encourage diversity in board recruitment• Aid succession planning by supporting staff development, support returns to work and encourage equality in the workplace• Improve tenancy sustainment for vulnerable or disadvantaged tenants and encourage community integration. Find out how to run a successful mentoring project within your organisation and how Scottish Mentoring Network can help. Mentoring can work for you!	You	A4 Making Accessible the New Mainstream <i>Isobel Anderson, University of Stirling, Moira Bayne, Housing Options Scotland & Jill Pritchard, Consultant</i> This session will introduce and highlight the RCOT guidance Adaptions Without Delay then present key findings from new research into the effectiveness of allocations and lettings practice for accessible and adapted social housing in Scotland. The study collected new evidence from an in-depth examination of three local authority areas including hearing experiences of disabled applicants and tenants, and understanding the approaches of housing providers.	Community
A2 Communicating Universal Credit to Millennials <i>Emma Johnston & Emily Forbes, Albyn Housing Society</i> Millennials are Albyn’s largest population of customer. They are responsible for the largest proportion of accounts in debt and for most of their UC claimants. Albyn recognise that traditional forms of communication are not as effective for this generation so will share their new approach to communicating with millennials.	Tenants				



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Housing Management Conference 2019

Workshops

Block B

B1 **A Trauma Informed Approach: Hoarding** **Tenants** *Linda Fay, Life-Pod*

Hoarding Disorder is recognised by the World Health Organisation as a distinct and complex mental health condition. Tackling hoarding can be a real challenge for tenants and officers alike. There is growing evidence about the best way to support people displaying hoarding behaviour. Join this session to learn more about approaches to supporting people with hoarding.

B2 **An Informal Guide to Inclusive Language** **Organisation** *Zhan McIntyre, SFHA*

Language is one of the most powerful tools we have as humans. When used well, it creates a common understanding. When used without thought, it can marginalise and discriminate against individuals and groups because of their culture, race and ethnicity, gender, sexual orientation, age, disability, socioeconomic status, appearance and more. This session challenges you to explore inclusive language.

B3 **Vicarious Trauma** **You** *Norma McKinnon, Mandala Consultants*

Housing officers often work with very vulnerable people in very challenging circumstances. Over time, this can have an impact on your resilience and ability to take care of yourself. This session will help you understand the concept of vicarious trauma, how to recognise the signs and what you can do about it.

B4 **Domestic Abuse: Developing a Good Practice Response** **Community** *Callum Chomzcuk, CIH & Jo Ozga, Women's Aid*

Join Callum Chomzcuk and Jo Ozga to hear about sector guidance on responding to domestic abuse.

Important Notice

This programme is correct at the time of writing. We reserve the right to make alterations or substitutions if necessary. All timings may be subject to change. Views expressed by speakers at the event or in documents or notes provided are their own and may not necessarily be the views of SFHA.

GDPR And Your Privacy

SFHA has an updated privacy policy to ensure it meets GDPR standards. You can view it at www.sfha.co.uk/privacy-policy.

Notice Of Filming

Throughout the conference there may be photography and the photos will be used for SFHA promotion and publicity and on social media. By your attendance at the conference, you acknowledge that you have been informed that you may be photographed or asked for comment as part of the release in promotional material. If you do not wish to be photographed as part of this event, you should inform SFHA staff immediately. Thank you for your cooperation.



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Housing Management Conference 2019

Workshops

Block C

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| <p>C1 Home Safety Awareness Tenants</p> <p><i>John Gray, Scottish Fire & Rescue Service</i></p> <p>Scottish Fire and Rescue are embarking on an ambitious programme to transform Fire Safety Visits to Safe and Well visits. As part of this, they are looking to work in partnership with a wide range of stakeholders including social landlords, to get referrals for a visit, but also contact partners if an intervention is needed. Join this session to hear about how your organisation can get involved to keep your tenants safe.</p> | <p>C3 Being Complained About Organisation</p> <p><i>Carolyn Hirst, Hirstworks</i></p> <p>Being complained about can and does have a negative impact. This impact can be mitigated through the application of clear processes which both involve and support the person complained about. This session will explore the Being Complained About – Good Practice Guidelines.</p> |
| <p>C2 Affordable Credit You</p> <p><i>Karen Hurst, Association of British Credit Unions</i></p> <p>Recent changes to the Financial Services and Markets Act has meant that RSLs can refer tenants to social and community lenders without needing a credit brokering permission from the FCA – so long as the RSL receives no fee for the referral. Come along to this session to hear more about credit unions and learn why working with your local credit union would help your tenants.</p> | |



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Housing Management Conference 2019

Workshops

Block D

D1	Community Achievement Awards The Glasgow Kelvin College Community Achievement Awards are designed to allow people involved in, assisting in the delivery of, delivering, or developing community activities, the opportunity to design and gain recognition for their own learning. During this session delegates will learn about the awards framework, the opportunities for their tenants and how to get involved.	Community	D3	An Introduction to Community Planning Partnerships <i>Gerard McCormack, Improvement Service</i> Community Planning Partnerships bring partners together to coordinate collective efforts and resources so that they can add the most value to their local communities, with particular emphasis on reducing inequality. At this session, you will learn more about Community Planning Partnerships, and how you might get involved with your local partners.	You
D2	An Introductory Guide to Housing Policy <i>Zhan McIntyre, SFHA</i> One for policy geeks or policy-curious! This session maps out the evolution of housing policy in Scotland and highlights current policy drivers influencing the social housing sector today.	Organisation	D4	What Would your Ideal Portal Look Like?	Tenants



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Housing Management Conference 2019

Book now

How to Book

To attend the conference, please book and pay online by visiting www.sfha.co.uk/whats-on – booking your place at SFHA events has never been easier!

The closing date to book your place is
10 September 2019

Accommodation

Overnight accommodation is not included this year as part of the conference, however rooms that suit your budget can be booked through Conference Care.

Their reservations team can be contacted at reservations@conferencecare.com or by telephone on **02476 369 720**.

2 Day Delegate

24 & 25 September

SFHA Members	Non Members
£395	£575

Attend
both days
and save
£63!

Day Delegate

Tuesday 24 September

SFHA Members	Non Members
£229	£319

Day Delegate

Wednesday 25 September

SFHA Members	Non Members
£229	£319

- Conference attendance on chosen day(s)
- Lunch and tea/coffees on chosen day(s)

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Free!

Book three and bring a colleague for free!*

If your organisation books three day delegate places you can bring a fourth delegate for free.

To receive this discount, please email events@sfha.co.uk and include the names of the booked delegates.

*All delegate places must be booked at the same time and from the same organisation to qualify. This discount cannot be used in conjunction with any other discount or promotion.

