

Programme	
12.30	Networking
13:00	<p>A united sector: in conversation with the UK Housing Federations</p> <p>The four Federation chief executives reflect on what has been achieved at a national and local level in recent months. They will share their views on the role of the four Federations in redefining our common purpose and laying the ground for a well-functioning, sustainable, and resilient housing market.</p> <p>Chair: Martin Hilditch, Editor, Inside Housing @martinhilditch</p> <p>Panellists:</p> <ul style="list-style-type: none"> • Ben Collins, Northern Ireland Federation of Housing Associations @bjacollins • Kate Henderson, National Housing Federation @KateNHF • Stuart Ropke, Community Housing Cymru @stuart_chc • Sally Thomas, Scottish Federation of Housing Associations
13:45	Break
14:00	<p>Sub plenaries</p> <p>A) Digital enablement and innovation empowering organisations</p> <p>The current global pandemic has unexpectedly forced every sector and organisation to change how it works - perfect storm for advancing technologies and culture - at unprecedented pace radically disrupting almost every business. The fourth industrial revolution is a way of describing the blurring of boundaries between the physical, digital, and biological worlds - a fusion of advances in many new technologies, the collective force behind many products and services that are fast becoming indispensable to modern life. During this session we take a whirlwind tour to share what transformative changes RSL's across the UK have implemented and their outcomes. Finishing off with a short polling session to gauge the digital state of our sector.</p> <ul style="list-style-type: none"> • Chair - Sally Thomas, Chief Executive, Scottish Federation of Housing Associations • Emma Palmer, Chief Executive, Eastlight Community Homes • Gary Dickson, Digital Lead, Scottish Federation of Housing Associations <p>B) Changing times, changing places</p>

There have been significant challenges affecting the social housing sector over the past six months, but what have been the enabling consequences of the COVID-19 pandemic?

Focusing on the links between individuals, residents, landlords and place; we will explore how re-imagining the tenant landlord relationship has provided new ways of engagement, and how the investment in and the integration of our community response may better enable communities to thrive.

- **Chair - Sandra Skeete**, Chief Executive, **Octavia Housing**
- **Andrew Van Dorn**, Chief Executive, **HACT**
- **Michael McLaughlin**, HACT Social Insight Lead, **Scottish Federation of Housing Associations**
- **Rob Wray**, Chief Innovation Officer, **HACT**

C) Good governance and risk – the lessons from lock-down

With the move into lockdown back in March, housing association boards were suddenly thrust into new territory of having to oversee and govern organisations where their staff and tenants were amongst the most vulnerable to the deadly pandemic that hit the nation. Decisions that would normally go through a protocol of paper reports and meetings to discuss, were being required from their executive teams on a remote and much more speedy basis, how did they manage this new process? How was their relationship with their senior management team tested? What new directions did their operations take in order to deliver as a good social landlord to meet the needs of their various stakeholders who were dependent on good decisions being made in very uncertain times? What lessons will they take from lockdown and what will they do differently moving forward?

Two Board Chairs (one from England and one from N.Ireland) will share with us some of the challenges for their boards during a most trying time for their organisations. Take part in what promises to be an enlightening session that may confirm your own actions during lock-down 'were not alone' or may offer new ideas for HA Boards who now have to consider how prepared they are for the next black swan to visit our sector?

- **Chair - Ben Collins**, Chief Executive, **Northern Ireland Federation of Housing Associations**
- **Diana Fitzsimons**, Chair, **Radius Housing**
- **Linda Nash**, Chair, **Livewest**

D) Leadership in a crisis

The COVID-19 pandemic will forever change how successful organisations operate. There is now an urgent need for a new model of leader: one that makes long-term sustainability and resilience a top priority and who can react and flex to meet these changes.

This session will look at how leadership has responded to the current crisis and will reflect on the agility, pace and impact of organisational decisions since the pandemic started. We'll also look at how our ways of working have transformed our service delivery and staff and customer engagement and what impact that's had on trust and

	<p>performance. Nobody predicted Covid. We don't know what's around the corner, but we have a better idea of the skills and qualities we'll need to tackle the next challenge. How can we build on what has been learnt over this period, so we can prepare, communicate and redefine our purpose post Covid and not slip back into old ways.</p> <ul style="list-style-type: none"> • Chair - Colette McKune, Chief Executive, Forviva • Paul Matthews, Chief Executive, Monmouthshire County Council @PaulMatthews67 • Ceri victory-Rowe, Consultant, Campbell Tickell @CampbellTickell1
14:45	Break
15:00	<p>Sub plenaries - sessions repeated</p> <p>A) Digital enablement and innovation empowering organisations</p> <ul style="list-style-type: none"> • Chair - Anita Khan, Executive Director Customer Services, Settle Group • Emma Palmer, Chief Executive, Eastlight Community Homes • Gary Dickson, Digital Lead, Scottish Federation of Housing Associations <p>B) Changing times, changing places</p> <ul style="list-style-type: none"> • Chair - Kate Henderson, Chief Executive, National Housing Federation • Andrew Van Dorn, Chief Executive, HACT • Michael McLaughlin, HACT Social Insight Lead, Scottish Federation of Housing Associations • Rob Wray, Chief Innovation Officer, HACT <p>C) Good governance and risk – the lessons from lock-down</p> <ul style="list-style-type: none"> • Chair - Steve Douglas, Chief Executive, St Mungo's • Diana Fitzsimons, Chair, Radius Housing • Linda Nash, Chair, Livewest <p>D) Leadership in a crisis</p> <ul style="list-style-type: none"> • Stuart Ropke, Chief Executive, Community Housing Cymru @stuart_chc • Paul Matthews, Chief Executive, Monmouthshire County Council • Ceri victory-Rowe, Consultant, Campbell Tickell
15:45	Break
16:00	<p>New horizons: preparing to thrive in a post-covid world</p> <p>Our panellists discuss how future economic, social and political influences will impact the sector. What will be the impact of reform, recession and increased homelessness on communities, housing and businesses, and what new opportunities may come from our</p>

	<p>recovery? How to prepare for the next unknown crisis and begin to shape new ways of working in 2021...and beyond.</p> <ul style="list-style-type: none"> • Torsten Bell, Chief Executive, Resolution Foundation @TorstenBell • Paula Kennedy, Chief Executive, Melin Homes @pjk68 • Gina Amoh, Chief Executive, Inquilab HA • Tony Stacey, Chief Executive, Yorkshire Housing Association @TonyStacey
16:45	<p>Closing remarks</p> <p>What challenges should housing associations be ready to solve for a more confident future?</p> <ul style="list-style-type: none"> • Ben Collins, Northern Ireland Federation of Housing Associations @bjacollins • Kate Henderson, National Housing Federation @KateNHF • Stuart Ropke, Community Housing Cymru @stuart_chc • Sally Thomas, Scottish Federation of Housing Associations
17:00	End