



# HOUSING SCOTLAND

## SFHA ANNUAL CONFERENCE

**12 & 13 JUNE 2018**  
**RADISSON BLU HOTEL, GLASGOW**

To learn more and book - visit: [www.sfha.co.uk/HousingScotland18](http://www.sfha.co.uk/HousingScotland18)

 @SFHA\_hq

#HousingScotland18

Thank you to our Main Sponsor SPA and to all our other sponsors:



★ Bring an Apprentice for the day for FREE!

★ Book Three and Bring a Colleague for FREE!\*

★ Attend Both Days and Save\*

\*full details on p6

## Housing Scotland: Transforming lives and communities

Housing associations and co-operatives are playing their part in building the largest number of homes since the '70s, but how do we ensure the sector is able to deliver the right type of homes, where they are needed, not only to solve the present housing crisis but to provide for generations to come? Securing cross-party political support for long-term funding will be vital in order to realise this.

This year's SFHA Annual Conference, entitled Housing Scotland, will explore why the sector and government needs to look beyond meeting the 2021, 50,000 affordable homes target and the benefits that a long-term commitment will bring to the nation's mental and physical health and wellbeing.

Focusing primarily on the themes of 'people' and 'place', the SFHA's flagship event will debate and discuss critical current issues, including housing associations' role in tackling homelessness, how housing can create healthier and stronger communities, and why your organisation needs to embrace digital transformation in order to meet evolving tenant needs.



The conference will also hear from Minister for Local Government and Housing Kevin Stewart MSP who will deliver a key note speech to delegates.

Do not miss your chance to attend the affordable housing sector's premier event, so join us on 12 and 13 June at the Radisson Blu Hotel, Glasgow. Book your place today!



### About the venue

The purpose built, architecturally striking Radisson Blu offers a superb location in central Glasgow.

Within walking distance of Glasgow Central and Queen Street Stations, the hotel offers easy access by road, rail or air.

### How to book

To book your place at the conference you can either:

1. Reserve your place through our website. We use Eventbrite, so booking your place is easy and you can book and pay online via the events pages at [www.sfha.co.uk/HousingScotland18](http://www.sfha.co.uk/HousingScotland18)
2. Complete the attached booking form and return, together with payment, to the address shown on the booking form page.
3. Contact the SFHA Events Team by phone: **0141 332 8113** or email: [events@sfha.co.uk](mailto:events@sfha.co.uk)

### Conference Sponsors and Partners

The SFHA wishes to thank the sponsors for their support of the conference and the housing sector:



## Booking options

Book your place now to ensure your seat at the Scottish social housing sector's premier event. Delegate places are being offered on the following basis:

### Option 1: Full Delegate (2 day Residential)

**Normal Rate** (for bookings made on or after 25 April)

SFHA Members & Government	£595
Non-members	£925

This includes:

- Conference attendance on both days
- Lunch and teas/coffees on both days
- Gala dinner on Tuesday evening
- Accommodation (B&B) on Tuesday 12 June

### Option 2: Day Delegate on Tuesday 12 June + Conference Dinner

SFHA Members & Government	£309
Non-members	£480

This includes:

- Conference attendance on Tuesday
- Lunch and teas/coffees on Tuesday plus
- Gala Dinner on Tuesday evening

### Option 3: Day Delegate on Tuesday 12 & Wednesday 13 June

SFHA Members & Government	£490
Non-members	£760

This includes:

- Conference attendance on Tuesday & Wednesday
- Lunch and tea/coffees on Tuesday & Wednesday



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Book Online - visit:  
[sfha.co.uk/HousingScotland18](http://sfha.co.uk/HousingScotland18)

### Option 4: Day Delegate on Tuesday 12 June

SFHA Members & Government	£275
Non-members	£425

This includes:

- Conference attendance on Tuesday
- Lunch and teas/coffees on Tuesday

### Option 5: Day Delegate on Wednesday 13 June

SFHA Members & Government	£270
Non-members	£420

This includes:

- Conference attendance on Wednesday
- Lunch and tea/coffees on Wednesday

### Option 6: Accommodation - B&B on Monday 11 June

SFHA Members, Government & Non-members	£149
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This includes:

- Bed & breakfast on the day before conference



**Attend both days  
and SAVE!**

Save £40 by booking  
both days - you can also send  
different delegates each day.



## Programme - Tuesday 12 June

09:00	Registration with Refreshments in the Networking Exhibition
10:00	Conference Welcome Gerry O'Sullivan, SFHA Chair
10:10	Chief Executive's Address Sally Thomas, SFHA
11:00	Plenary: Ministerial Address MSP Kevin Stewart, Minister for Local Government & Housing
11:30	Refreshments in the Networking Exhibition
12:00	Breakout Sessions – Block 1
1A	'Lobby' the Social Housing Sector
1B	Connection Communication
1C	Keeping Places Great
1D	Pitched Workshop: 'Zero Day Voids' with Albyn Housing Society
13:00	Lunch and Exhibition Viewing
14:00	Beyond the 50,000 – A Long Term Approach to Meeting Housing Need  Speakers: Professor Duncan MacLennan, University of Glasgow & Deborah Smith, Scottish Government. Chair: Pennie Taylor, Broadcaster and Journalist  Everyone working in the sector is keenly aware of the importance of the 50,000 homes target. But what about post-2020? We know that there will still be an outstanding need for both social housing beyond 2020. This session will look at how we make a wider, stronger case for investing in affordable housing and at some potential solutions that can help us deliver more affordable homes of all tenures.  It will cover the wider benefits of investing in affordable housing, making the case for preventative spend and it will look at the need to provide homes for generation rent and for people who are older and have particular needs before concluding at potential means to increase supply, such as the transfer of land at existing value and the use of offsite construction.
15:00	Refreshments in the Networking Exhibition

**15:30 Plenary: Homelessness – Housing First**  
Speakers: Margaret-Ann Brunjes, Director Glasgow Homelessness Network; Juha Kaakinen, Y Foundation & Chris Hancock, Crisis. Chair: Sarah Boyack

What part should the housing associations sector play in tackling homelessness in Scotland? What makes Housing First a model that could work for vulnerable groups. Do we need to rethink access to housing and the allocations system to make Housing First work?

### 16:15 Breakout Sessions – Block 2

2A	Balancing Current Stock with New Build – The Impact of EESSH2
2B	Tenements: Getting Left Behind?
2C	Succession Planning – Securing Your Future
2D	Pitched Workshop: Data Standards with HACT

17:15 Close

## Evening Events

19:30 Drinks Reception

20:00 Conference Dinner and Entertainment

To finish the evening the BBC's Scottish Political Editor Brian Taylor will entertain us with his observations and anecdotes.



## Programme - Wednesday 13 June

**8:30** Day Delegate Registration and Exhibition Viewing

**9:15** **Plenary: Health and Wellbeing - Creating better Lives and Stronger Communities**  
 Speakers: Tony Stacey, South Yorkshire Housing; Andrew VanDoorn, HACT & Lesley Fraser, Scottish Government  
 Chair: Fanchea Kelly, Blackwood

- We are not in the business of just bricks and mortar
- We are not just letting agents.
- We improve health
- We enhance life chances
- We transform communities
- We cultivate resilience.

Times are tough though, and it is difficult to keep in mind the fantastic potential housing associations have to make a difference to tenants' lives. Speakers at this plenary will re-energise delegates, sharing their views on the difference housing associations can make to health and wellbeing.

**10:15** Refreshments and Networking Exhibition

**10:45** Breakout Sessions – Block 3

**3A** SFHA self assessment against the Regulatory Standards

**3B** The Future of Older Peoples Housing

**3C** Increasing Housing Supply – Changing the Way We Deliver Homes

**3D** Pitched Workshop: 'Walk in Another's Shoes!' with ACOSVO

**11:45** Refreshments in the Networking Exhibition

**12:15** Breakout Sessions – Block 4

**4A** Regulatory Framework Review

**4B** Housing's Role in Digital and TEC Programme

**4C** Meeting Future Need – SHIPs Research and What next?

**4D** Pitched Workshop: 'Place Standard Tool' with NHS Health Scotland & Keep Scotland Beautiful

**13:15** Lunch and Exhibition Viewing

**14:15** **Plenary: Digital – Keeping it Human**  
 Speakers: Nick Atkin, Halton Housing; Paul Fergus, John Moore University & Sally Dyson, SCVO

Digital transformation is changing how we do business and how we live our lives. Housing Associations need to evolve to make best use of digital technologies in how they deliver services and meet tenants needs.

**15:00** Close



### Important Notice:

This programme is correct at the time of going to press. SFHA reserves the right to make alterations or substitutions to the programme as necessary, including timings. Views expressed by the speakers are their own. The SFHA does not accept responsibility for any advice given or views expressed by any speaker at the event or in documentation provided.

## Breakout sessions - Tuesday 12 June

### 1A 'Lobby' the Social Housing Sector

Graham Simpson MSP, Conservative;  
Pauline McNeill MSP, Labour & Councillor Christy Mearns, Green Party

SFHA and our members regularly lobby Scottish politicians – for this unique session we are turning the tables. Come along to be 'lobbied' by housing spokespeople from each of the main political parties.

Speakers, a mix of MSPs and councillors, will share their views on and for the sector. Be prepared to hear what they like about what we do – as well as what they think we could do better.

Their speeches will be followed by a Q&A. A rare chance, not to be missed.

### 1B Connection Communication

Maya Christova, Digital Unite & Stephen Fraser

The growth of online opportunities has been a positive development for many people. There are however, some people who do not have full access to the internet. This is of particular concern when vulnerable people find themselves unable to access essential services such as social security and justice. During this sessions, delegates will get the chance to hear about recent research undertaken by the Citizens Advice Bureau and share ideas about how to enable their tenants to become digitally connected.

### 1C Keeping Places Great

Andy Milne, SURF; Shona Stephen, Queens Cross Housing Association & Colette McKenna, City of Edinburgh Council

This session will be chaired by Andy Milne of SURF, Scotland's regeneration network who will highlight the work of SURF and its partnership with SFHA. Shona Stephen of Queens Cross HA will then talk about the in depth work Queens Cross undertook to understand the needs and challenges that their tenants face, what they found and how this is changing Queens Cross's approach to working with and supporting their tenants. Colette McKenna of Edinburgh City Council will then give a talk on the housing led regeneration work Edinburgh is leading on in some of its poorer estates, and how the council is building better places and stronger communities through housing led regeneration.

### 1D Zero Day Voids

Albyn Housing Society

Albyn Housing Society have recently undertaken a project called 'Zero Day Voids'. As the name suggests the project was a process review of their voids and lettings with a view of aiming to let properties in zero days wherever possible but if not as quick as possible. This was a change of mind set for Albyn, as previously they had simply aimed to allocate each property within an 18 day target.

In 2016/2017 268 voids were let in an average of 23.49 days; in 2017/18 there were 234 voids and the average time reduced to 9.76 days; during 2017/18, of Albyn's 234 voids, 76 were successfully let in zero days!

Come along to this session and learn more about some of the things that Albyn have put in place to achieve this massive improvement on performance.

### 2A Balancing Current Stock with New Build – The Impact of EESSH2

Luke Macauley, Scottish Government & Angela Morgan, Port of Leith Housing Association

Following from the Energy Efficiency Standard for Social Housing – to be met by 2020 - the proposed standards for EESSH2 are likely to be require significant capital investment.

Two landlords will look at the competing priorities of funding new affordable housing to meet need with meeting the high standards required for EESSH2 by 2032, and lead a discussion on balancing these priorities. Angela Morgan of POLHA and Luke Macauley of the Scottish Government will lead the discussion.

### 2B Tenements: Getting Left Behind?

Euan Leitch, Built Environment Forum for Scotland

The Tenement def: "two or more related but separate flats divided from each other horizontally".

While many housing associations started life improving traditional tenements and regenerating communities, in recent years problems with tenemental disrepair have become increasingly prevalent.

The workshop will hear from Euan of the Built Environment Forum for Scotland on the extent of the issue across tenures and why this led BEFS to bring together a group of organisations with concerns about the issue to highlight the scale of the problem – resulting in a cross party group of MSPs investigating the issue.

We will also hear from organisations on the work they have done to measure the extent of the issue in their tenements, speak on projects to rehabilitate tenements and consider the extent of the challenge that remains.

## Tuesday 12 June

### 2C Succession Planning – Securing Your Future

Evie Copland, DGHP; Dan Blake, Loretto Housing Association & Jenna Borland, Maryhill Housing Association

Getting the right people in the right places in your organisation and across the sector doesn't happen by accident.

As a sector, we need to invest in our people to ensure they have the right skills and competencies to continue delivering good quality housing and services to our customers. This goes throughout the whole organisation from chief execs and governing body members, to senior staff, managers and people at the beginning of their housing career as apprentices.

This session underscores the importance of succession planning and delegates will hear about succession planning from a number of different perspectives.

### 2D Data Standards

More information will be released shortly.

## Wednesday 13 June

### 3A Harnessing the Power of Digital to Transform your Business

Martin Polhammer, East Lothian Housing Association & Julie Cosgrove, Caledonia Housing Association

Working digitally is now a normal way of life for many people; customers now accept and expect to be able to manage their business at a time and place that suits them. Social Landlords are no exception. Many housing associations have already adopted digital ways of working to allow tenants and employees to conduct tenancy business whenever they wish. During this plenary session, delegates will hear from an organisations who have been through this transformation, and what this has meant for customers and their teams.

### 3B Housing For Older People – Emerging New Models

Ruth Robin, iHub

Delivering sufficient housing to meet the varied needs and demands of people at different stages of their life is a key role for the housing sector. But issues such as an ageing population and the uncertainty of the funding of care have been posing a challenge not just for housing providers, but health and social care commissioners as well. During this session, delegates can discuss the emerging models of housing that have potential to meet the housing needs of older people.

### 3C Increasing Housing Supply – Changing the Way We Deliver Homes

Rohan Bush, Construction Skills Innovation Centre & Matt Bridgestock, John Gilbert Architects

There has been a significant focus on the welcome challenge to deliver 50,000 affordable homes by March 2021 – a challenge housing associations are working hard to meet. But looking beyond 2021, what can be done to ensure we continue to increase the supply of affordable housing.

Rohan Bush of the Construction Scotland Innovation Centre will talk about the role that off site construction can play in increasing housing supply and providing a better working environment, and the work that CSIC are doing to support the off site construction industry to develop in Scotland.



## Breakout sessions - Wednesday 13 June

### 3D Walk in Another's Shoes

Phili Wetton, ACOSVO

The ACOSVO Leadership Exchange Programme is a highly rated, free, Scotland-wide initiative which pairs cross sectoral leaders from middle, senior and executive levels to improve leadership capacity and encourage collaboration. The flexible programme gives you the chance to walk in another's shoes, reflect on your own role and share experiences of different cultures and environments. Individuals from all sectors are eligible – public, third and private sector. Come along to this workshop to hear more about the programme, listen to experiences gained from a previous participant and find out how it can help you with personal development and achievement of leadership goals.

### 4A Regulatory Framework Review

Mags Lightbody, Antonine Housing Association & Michael Cameron, Scottish Housing Regulator

In January 2018 the Scottish Housing Regulator issued a Discussion Paper outlining its initial thinking regarding the review of its Regulatory Framework. At this session, Michael Cameron, Chief Executive of the Scottish Housing Regulator will outline the initial analysis of responses received, the next steps in the consultation process and of course be on hand to take questions and suggestions from the floor.

### 4B Housings Role in Digital and TEC Programme

Heather Laing, SFHA

More information will be released shortly.

### 4C Progress to the 50,000 Homes Target – and Will We Build the Right Homes in the Right Places

Tony Donohoe

The SFHA and Shelter recently produced a report on progress to the Scottish Government's 50,000 affordable homes target. The research analysed of the Strategic Housing Investment Plans produced by every local authority – the SHIPS look at housing need and set out plans to meet that need. Researchers Tony Donohoe and Gillian Young also interviewed key figures in housing. Tony will summarise the main findings of the report, say whether we are on track to build 50,000 homes and also ask if we are doing enough to provide homes for people with particular needs.

### 4D Place Standard Tool

Paul Wallace, Keep Scotland Beautiful

Led by NHS Health Scotland & Keep Scotland Beautiful, this workshop will discuss the place standard tool and the role it can play in place-making and the practical opportunities it can generate at a local level for housing associations, other stakeholders and local communities.

The workshop will briefly summarise the concept that place impacts on health and wellbeing and that empowering individuals and communities to gain control over the environments that shape their lives is a fundamental driver of good health and well-being. It will then introduce the Place Standard Tool, looking at the practical opportunities that using the Place Standard Tool can generate at a local level for housing associations, other stakeholders and local communities.

## Special Offers



**Book three and bring a colleague for free!\***

If your organisation books three day delegates, you can bring a fourth delegate for free!

To receive this discount, please email [events@sfha.co.uk](mailto:events@sfha.co.uk) and include the names of the booked delegates. This discount is not available when booking online.

\* 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.



**Attend both days and SAVE!**

Save £40 by booking both days - you can also send different delegates each day.



## Booking Form

Please return your booking by 25 May 2018.  
SFHA Annual Conference, 12 and 13 June 2018,  
Radisson Blu, Glasgow.



This document is available in other formats. Should you require another format, please contact SFHA Events Administration on 0141 332 8113 or by e-mail at [events@sfha.co.uk](mailto:events@sfha.co.uk)

**You can Book Online:**  
[www.sfha.co.uk/HousingScotland18](http://www.sfha.co.uk/HousingScotland18)

### Delegate

Delegate Name:

Position:

Delegate Email:

Telephone:

Contact Email:

(you must supply your email address so that you can receive your booking confirmation and conference papers)

Please detail anything that you think might help us make your time at the event as trouble free as possible (dietary requirements; accessibility requirements etc...)

### Delegate

Delegate Name:

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Delegate Email:

Telephone:

Contact Email:

(you must supply your email address so that you can receive your booking confirmation and conference papers)

Please detail anything that you think might help us make your time at the event as trouble free as possible (dietary requirements; accessibility requirements etc...)

### Organisation Details

Organisation Name:

Booking Contact Name:

Contact Email:

(you must supply your email address so that you can receive your booking confirmation and conference papers)

Organisation Address:

## Booking Form

Please tick your preferred attendance option and which method you would like to pay by.



### Attendance Options

#### Option 1: Full Delegate (Residential)

##### Early Bird Rate (for bookings made by 24 April)

SFHA Members & Government	£560	<input type="checkbox"/>
Non-members	£870	<input type="checkbox"/>

##### Normal Rate (for bookings made on or after 25 April)

SFHA Members & Government	£595	<input type="checkbox"/>
Non Members	£925	<input type="checkbox"/>

#### Option 2: Day Delegate on 12 June with Conference Dinner

SFHA Members & Government	£309	<input type="checkbox"/>
Non-members	£480	<input type="checkbox"/>

#### Attend both days and SAVE!

#### Option 3: Day Delegate on 12 & 13 June

SFHA Members & Government	£490	<input type="checkbox"/>
Non-members	£760	<input type="checkbox"/>

#### Option 4: Day Delegate on 12 June

SFHA Members & Government	£275	<input type="checkbox"/>
Non-members	£425	<input type="checkbox"/>

#### Option 5: Day Delegate on 13 June

SFHA Members & Government	£270	<input type="checkbox"/>
Non-members	£420	<input type="checkbox"/>

#### Option 6: Accommodation on 11 June

Members, Government & Non-members	£149	<input type="checkbox"/>
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### Payment

#### Cheque

☐ I enclose a cheque for  made payable to: Scottish Federation of Housing Associations Ltd

#### BACS

☐ Bank: Royal Bank of Scotland  
Sort Code: 83-06-08  
Account: 21692096  
Name: Scottish Federation of Housing Associations Ltd

#### Agreement

By signing this I agree to SFHA's Terms and Conditions of Booking:

Signed: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Please return the booking form, including payment, to:  
Finance Department, SFHA, Sutherland House,  
149 St Vincent Street, Glasgow G2 5NW.

Please note that the closing date for this conference is **25 May 2018**.

#### Important Notice

This programme is correct at the time of going to press. We reserve the right to make alterations or substitutions to the programme as necessary. All timings are provisional and may be subject to change. Views expressed by speakers are their own.

The SFHA disclaims any liability for advice given or views expressed by any speaker at the event or in notes or documentation provided for the delegates.

#### Cancellation & Substitutions

Should you require to cancel your booking please notify The SFHA Events Team in writing. Please note that if cancellation occurs prior to the closing date of **25 May 2018** SFHA will charge an administration fee of £40. If cancellation occurs after the closing date the full fee is payable. A substitute delegate can be named at any time free of charge. SFHA's terms and conditions of booking are available on our website at [www.sfha.co.uk](http://www.sfha.co.uk)

The SFHA's Full Terms and Conditions of booking are set out under each event on our website [www.sfha.co.uk](http://www.sfha.co.uk).