



National Tenant Engagement Conference



You matter | Tŷ Cymru

Conference Programme*

Optional Additional Night – Tuesday 15th November 2022

Time	Session
4.00pm - 5.00pm	Registration for Conference and Hotel
7.00pm	Informal Dinner followed by our Fun 'Pub Quiz'!

Wednesday 16th November 2022

Time	Session
8.45 – 10:30am	Registration for Conference

Welcome to Conference – Setting the Scene
David Wilton, TPAS Cymru CEO

Opening Conference – A message from the Minister:
Julie James MS - Welsh Government Minister for Climate Change –



Hear the latest insight from the Welsh Government Minister, Julie James MS, whose responsibilities include social housing.

The Minister's responsibilities include housing and housing-related activities of Local Authorities and housing associations. This includes housing management and the allocation of social and affordable housing.



Llywodraeth Cymru
Welsh Government

The Big Opening Panel Session

Putting the voices of tenants at the centre of housing services and decisions: why now more than ever.

Panellists:

- Steve Jones - Group Chief Executive, Barcud Housing
- Emma Nicholas - Tenant of Trivallis Housing
- Kevin Davies - Head of Public Engagement, Senedd

Session Chair: Helen White, Chief Executive, Taff Housing

12.00pm-
1.15pm

Lunch
Refreshments & Networking

Workshop Session A: Your choice of workshop sessions

A1

Cost-of-living response: What is the role of the housing sector?

Panel & Discussion session

As the cost-of-living soars and poverty increases, what is the role of the housing sector in easing the pressures? Join us for this topical panel and discussion session.

Panellists:

- Victoria Winckler - Bevan Foundation
- Jennie Bibbings - Shelter Cymru
- Gareth Leech - Cartrefi Conwy

Chair: Amanda Lawrence, Newydd Housing Association Tenant & TPAS Cymru Board

A2

The Renting Homes (Wales) Act 2016 - What will it mean to you?

The Renting Homes (Wales) Act 2016 is the biggest change to housing law in Wales for decades. What will this new law mean for you, for tenants and social landlords? With the new law due to be implemented on 1st December 2022 hear all the latest updates from Welsh Government officials.

Speakers: Welsh Government

A3

Regulation of Housing Associations: Meet the Regulator

Regulation of Housing Associations in Wales is undertaken by the Welsh Government to protect tenants and investment in housing. Come along to this workshop and hear from the Head of Regulation Strategy and Policy at the Welsh Government. Find out how Regulation is working currently, what the Regulators are seeing and how regulation is protecting tenants.

Speaker: Ian Walters, Head of Regulation Strategy & Policy at the Welsh Government

A4

How to reduce your energy bills and keep your home healthy

A healthy home that's warm is important to everyone and makes a huge difference to people's health and wellbeing. During this workshop, Warm Wales will be providing support and practical advice to enable and empower residents to reduce

	<p>their energy bills to reduce the likelihood of fuel poverty and keep homes warm this winter.</p> <p>Speaker: Aled Jenkins and Joanna Seymour, Warm Wales</p>
A5	<p>Creating exciting community events (that people want to go to!)</p> <p>It can be really nerve wracking not knowing if people are going to turn up to a community and/or engagement activity you've put so much work into. It's also extremely hard to know if people have had a good time and would come back again! In this workshop we'll be exploring what makes a memorable and exciting experience, and how you can put these to good use in your events and activities.</p> <p>Speaker: Sam Evans, TPAS Cymru Associate</p>
2.30 - 3:15pm	Refreshment Break
<p>Workshop Session B: Your choice of workshop sessions</p>	
B1	<p>The Big Debate: Net Zero in Housing and your homes <i>Panel & Discussion session</i></p> <p>Net Zero is the biggest subject facing housing and our communities for the next 15 years. What will the future of low energy housing look like and what does it mean for YOU? Join us in this exciting Q&A session with an expert panel made up of speakers from Welsh Government, Sero, and TPAS Cymru. We will discuss the tough questions as we look at the present and future of Net Zero. Not to be missed!</p> <p>Panelists:</p> <ul style="list-style-type: none"> • Malcolm Davies - Welsh Government • Daniel Dunning - Welsh Government • Hannah Richardson - TPAS Cymru • David Wilton - TPAS Cymru • James Williams - Sero
B2	<p>'Thank you for letting us know': responding to complaints in 6 essential steps'</p> <p>Matt Harris, Head of Complaints Standards at Public Services Ombudsman for Wales will talk through what he thinks is a good approach to complaint handling in housing - establishing parameters, weighing evidence, decision making, and response writing.</p> <p>Speaker: Matt Harris, Public Services Ombudsman for Wales</p>
B3	<p>How we're putting Tenants at the centre of service design and strategic decisions <i>Case studies session</i></p> <p>In this session we'll hear from 2 social landlords about their approach to involving tenants:</p> <ol style="list-style-type: none"> 1. Members of the Barcud Monitoring Group will talk about their work as an independent Tenant representative body and how they have influenced services and decisions at Barcud over many years.

	<p>2. Linc Housing will share how they are placing customers at the centre of service design and strategic decision making. They will touch upon the work they have done across communities to understand what matters to tenants, along with the journey the Tenant and Resident Strategic group are taking to strengthen their involvement in strategic issues.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Paul Clasby & Peter Deakin - Barcud Monitoring Group • Karen Jeffries – Linc Cymru Housing Association
B4	<p>The unfairness of poverty – how can we change it?</p> <p>The word ‘poverty’ is one we hear regularly and in different ways; fuel poverty, food poverty, child poverty and more. But did you know that not everyone is affected equally by poverty? The reality for certain groups of people means having to pay much more than others, on top of existing costs.</p> <p>This session looks at how poverty and inequality are interlinked; what it means in practice for disabled people, ethnic minorities and other groups who face higher price tags; and discusses some of the solutions organisations are putting in place to turn the tide on poverty and how tenant groups can play their part.</p> <p>Speakers: Ceri Meloy and Ross Thomas, Tai Pawb</p>
B5	<p>Shining your Light – having the confidence to make a positive difference where you live</p> <p>Taking steps to make your community a better place, or organising activities for others where you live, requires regular doses of confidence. In this session we’ll be looking closely at the notion of ‘leadership’, or ‘shining your light’, as it might be helpful to think about it. Prepare for your unique style to be celebrated as we explore together what leadership isn’t, all the different ways in which it can show up and what it means for you and who you are.</p> <p>Speaker: Sam Evans, TPAS Cymru Associate</p>
4.30pm	Close of Day 1
7.00pm	Conference Dinner followed by Live Music

**programme subject to minor alterations*

Thursday 17th November 2022

Time	Session
8.30 – 9.30am	Registration for Conference
Workshop Session C: Your choice of workshop sessions	
C1	Your Rent – Your View <i>Case study session</i> <p>Back in 2020, Caerphilly Council started their first ever survey to find out what their tenants thought about their rent. The council wanted to know if it was fair, affordable and if the service they gave was value for money. They used polls, surveys and discussion sessions to keep asking these questions. Now it's 2022 and the cost-of-living crisis is with us, so it's even more important to understand the challenges tenants are facing. This workshop will outline the activities and communication channels they used to engage. It will also explore what they have learned and changed from the feedback, and what they can do better in 2023!</p> <p>Speakers: Gail Taylor, Liz Bayliss and Sandra Isaacs - Caerphilly Homes Team</p>
C2	Value for Money in housing: measuring & demonstrating VFM <p>With rent affordability and 'cost of living' crisis impacting on rents, how could social landlords measure value for money and demonstrate they are achieving value for money in delivering their housing services. Join us for this fast-paced interactive workshop where we will also look at what's important to tenants in terms of value for money.</p> <p>Speaker: David Lloyd, TPAS Cymru</p>
C3	Hear all about it!...Get all the latest news and essential updates on the big issues in housing in Wales <p>Join us for this interactive and informative workshop by Matt Dicks Director of Chartered Institute of Housing for Wales. Hear the latest news from CIH and find out what the big issues are in social housing in Wales at the moment. There will also be an opportunity for you to ask questions about CIH.</p> <p>Speaker: Matt Dicks, Director of Chartered Institute of Housing Cymru</p>
C4	How to reduce your energy bills and keep your home healthy <i>Repeat session</i> <p>A healthy home that's warm is important to everyone and makes a huge difference to people's health and wellbeing. During this workshop, Warm Wales will be providing support and practical advice to enable and empower residents to reduce their energy bills to reduce the likelihood of fuel poverty and keep homes warm this winter.</p> <p>Speaker: Aled Jenkins and Joanna Seymour, Warm Wales</p>
C5	10 easy community activities you could do tomorrow <p>Many of us have the desire to do something fun or positive where your or your tenants live, often the problem is just not knowing where to start or not having an</p>

	<p>idea to get going with. This session will take you through 10 simple and low-cost ideas that you'll be raring to put into action when you get home – we might even try one out here and now!</p> <p>Speaker: Sam Evans, TPAS Cymru Associate</p>
10.45 – 11.30am	Refreshment Break
Workshop Session D: Your choice of workshop sessions	
D1	<p>Bothered not bothered? What's important to Tenants in Wales?</p> <p>In this session, we want YOUR Views on a number of subjects. We want to establish tenant awareness of topical issue and ask you if these are important to you or not. It's a chance to have your say and shape TPAS Cymru campaigning. Sound interesting? Here is how the session work will work:</p> <ol style="list-style-type: none"> 1. We will each present the case for and against on a subject 2. You will then get a chance to add some views in favour or against 3. You then vote to say if you are 'bothered or not bothered'. <p>This session will be interactive, fun and we will cover a wide range of subjects.</p> <p>Speakers: David Wilton and Eleanor Speer, TPAS Cymru</p>
D2	<p>Crafty Community Development</p> <p>Come and hear how Wales and West combine craft with community development!! During the workshop Claire Hammond Resident Participation Strategy Officer, will talk about some of the fantastic community development work that's been done by Wales and West, while tenants share some of the craft activities that can be used for consultation, sharing information and building trust with communities and residents.</p> <p>Speakers: Claire Hammond and Tenants from Wales and West Housing</p>
D3	<p>Valley Pantries – feeding families and saving food from landfill <i>Case studies session</i></p> <p>Valley Pantries is an award-winning community pantry scheme that covers the whole of the unitary authority area of Bridgend. It is a partnership between community interest company Baobab Bach, Linc, and more than 20 other partnership organisations, mainly community groups. Around 300 households are supplied with weekly bags of food, and so far, more than 100 tonnes of food have been diverted from landfill. 75 plus volunteers are involved in the scheme.</p> <p>In this workshop Linc's Alison Starling explains what's so special about the pantries and how the project can be replicated elsewhere.</p> <p>Speaker: Alison Starling, Linc Cymru</p>
D4	<p>Net Zero: what it all means to you and your home</p> <p>Net Zero is a growing topic in the housing sector with heightened concerns about how Wales is going to combat climate change and the energy crisis. There are a lot of terms in the Net Zero space that can be confusing. What is 'retrofit' or</p>

	<p>'decarb?' This introductory session will help unpack the jargon and terms that follow Net Zero and get you up to speed on what you need to know.</p> <p>Speaker: Hannah Richardson, Net Zero Engagement Officer, TPAS Cymru</p>
D5	<p>Shining your Light – having the confidence to make a positive difference where you live</p> <p>Repeat Session</p> <p>Taking steps to make your community a better place, or organising activities for others where you live, requires regular doses of confidence. In this session we'll be looking closely at the notion of 'leadership', or 'shining your light', as it might be helpful to think about it. Prepare for your unique style to be celebrated as we explore together what leadership isn't, all the different ways in which it can show up and what it means for you and who you are.</p> <p>Speaker: Sam Evans, TPAS Cymru Associate</p>
12.45 – 1.45pm	Lunch
<p>Final Session: The Big Conference Takeaway</p> <p>Don't miss our final interactive session as we explore how we can all help meet the challenges housing and communities face, as we think about the future of housing in Wales in 2023.</p> <p>You might also 'Takeaway' a prize in our closing session Prize Draw!</p>	
3.00pm	Close of Conference and Depart

**programme subject to minor alterations*

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Conference Programme