

Putting tenants first: Involving tenants in the big housing issues

Programme Day 1

Day 1 - Tuesday 16th November: Sponsored by



9.45am	Webinar Room Opens
10.00am	Open and welcome to conference - David Wilton, CEO, TPAS Cymru
10.15am	 <p>Opening address - Julie James, Minister for Climate Change at Welsh Government</p> <p>Julie was appointed Minister for Climate Change on 13 May 2021. The Minister's responsibilities include the housing and housing-related activities of Local Authorities and housing associations, including housing management and the allocation of social and affordable housing and the supply and quality of market, social and affordable housing.</p>
10.30am	<p>The future of Tenant Involvement: a view from Scotland</p> <p>Lesley Baird, CEO, TPAS Scotland</p> <p>Hear from the inspirational Lesley Baird, CEO of TPAS Scotland, who will share her thoughts on what the future of tenant participation should look like: How the involvement of tenants should be embedded across the landlord organisation and how tenants should feel empowered to challenge and hold their landlords to account.</p>
11.00am	Comfort break
11.15am	<p>The big concerns and priorities of tenants in Wales</p> <p>Amanda Lawrence, Housing Association Tenant & Rob Simkins, Campaigns Manager, Shelter Cymru</p> <p>Join Elizabeth Taylor and be part of a conversation with Shelter Cymru and a social housing tenant as they discuss issues and priorities tenants have raised this year. We will explore the key themes from our various Tenant Pulse reports and Shelter Cymru will share some of the key topics shared with them by tenants from across Wales.</p>
12.30pm	Lunch break
1.30pm	<p>The reality of the issues faced by the housing sector</p> <p>Matt Dicks, Director, CIH Cymru</p> <p>The challenges we face as a sector continue to grow, with rents increasing every year for tenants and a huge expectation on landlords to decarbonise and build new homes. Hear from Matt Dicks, Director of CIH Cymru and delve into these challenges further and explore the importance of tenant involvement to shape the future of Wales.</p>
2.00pm	Comfort Break
2.15pm	<p>The Big Regulation & 'Right Stuff' Update: what you need to know</p> <p>Ian Walters, Welsh Government & Dr. Bob Smith, RBW</p> <p>Get the latest update from Ian Walters (Welsh Government Regulation Team) about the recent review of the Regulatory Framework and what revised regulatory standards Housing Associations will need to demonstrate. Also hear from Dr. Bob Smith from the Regulatory Board for Wales (RBW) who will give an update on their report 'The Right Stuff: Hearing the tenants voice'.</p>
3.00pm	Reflections and closing remarks of Day 1

Programme - Day 2

Wednesday 17th November: Sponsored by



9.45am	Webinar Room Opens
10.00am	Open and welcome to day 2 - David Wilton, CEO, TPAS Cymru
10.05am	Customer journey mapping: how to make it work - James Taylor, Sovereign Housing Hear from James Taylor from Sovereign Housing who will share with you his enthusiasm and vast experience of using Customer journey mapping in his organisation. James will give an overview of how this process has been and can be used as a method of involving tenants in the big housing decisions and in shaping services.
10.50am	Comfort break
11.05am	'Hybrid' meetings for Tenant & Community Engagement: What you need to know David Wilton TPAS Cymru Post-pandemic, it's estimated 90% of organisations will adopt a combination of online and in-person activities. Put simply... some people want to return to face to face meetings, others do not. It may not be value for money or environmentally friendly to always travel to face-to-face events so a hybrid approach could provide solutions. Hybrid meetings are more complex than meeting in-person or virtually: they are easy to do poorly and hard to do well. In this session David will discuss how to get started in hybrid meetings and what you need to think about to make them work.
11.45am	The full English: how tenant engagement in England is adapting to change Louise Thompson, TPAS As the social housing sector, society and technology changes, how are Tenant Engagement practises and methods in England adapting in response? Join us as Louise Thompson from TPAS reflects on what's happening in England and shares some thoughts and practical ideas for you to take away.
12.30pm	Lunch break
1.30pm	Is Tenant Involvement embedded within your organisation? This fast-paced presentation will focus on what embedded Tenant Involvement looks like and how you can check the culture of your organisation.
2.00pm	Tenants first in Complaints Matthew Harris, Head of Complaints Standards, Public Services Ombudsman for Wales Good complaints processes put customers at the centre and deliver better public services for everyone. This session will explore how service providers can be complainant focussed, how data publication drives transparency, and how guidance set out by the Public Services Ombudsman for Wales supports good practice in complaint handling.
2.45pm	Involving Tenants in complaints monitoring Lorraine Orger and Peter Smith-Hughes ClwydAlyn. Find out how the Tenants Complaints Monitoring Group at ClwydAlyn are working in partnership with their landlord to improve the way complaints are dealt with and how services are delivered.
3.15pm	Closing remarks & Conference close

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