



**National Tenant Engagement Conference 2023**

**15th / 16th November**

With thanks to our year-round sponsors:









## Conference Programme\*

### Optional Additional Night – Tuesday 14 November 2023

Time	Session
4.00pm - 5.00pm	Registration for Conference and Hotel
5.00pm – 5.45pm	TPAS Cymru's AGM
7.00pm	Informal Dinner followed by our Fun 'Pub Quiz'!

### Wednesday 15 November 2023

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.



## The Big Opening Panel Debate

### What are the big issues Tenants should now be involved with and why?

Social landlords across Wales and tenants face new pressures and unprecedented challenges so it's crucial that tenants are at the centre of discussions and decisions about their homes.

So, what are the big issues that tenants now need to be engaged with? Find out what our panel of tenants and housing professionals think.

**Session Chair:** Helen White, Chief Executive, Taff Housing

12.00pm-  
1.15pm

**Lunch**  
Refreshments & Networking

### Workshop Session A: Your choice of workshop sessions

#### **A1** **WHQS23 Q&A session – all you need to know about new standards for your home**

The Welsh Government (WG) is launching their revised Welsh Housing Quality Standard - WHQS2023. The purpose of the new standard is to improve the quality of all social homes in Wales with all social landlords legally obliged to meet the standards.

Hear directly from the WG official leading on the development of this standard, find out all that you need to know about the changes and what you can expect to see, moving forward. This workshop provides an opportunity to ask all of those questions you have about the new standard and what it means to your homes and landlord organisation.

**Speakers:**

- Darren Hatton: Head of Housing Standards, Welsh Government
- Elizabeth Taylor: Policy Lead, TPAS Cymru

#### **A2** **Involving Tenants in Rent setting**

##### **Case study session**

The **Welsh Government's 'Rent and Service Charge Standard'** requires all social landlords in Wales to demonstrate that effective tenant engagement and consultation is at the centre of the decision-making process for setting rents.

Find out how ClwydAlyn Housing has been involving their tenants and residents in rent-setting discussions. This workshop gives a fantastic opportunity to hear about the range of engagement methods used and the difference tenant influence has had on rents and affordability.

**Speakers:**

- Suzanne Mazzone, Executive Director Housing Services, ClwydAlyn
- Peter Smith-Hughes, Chair of ClwydAlyn Residents' Committee

<b>A3</b>	<p><b>Local Authority (council) housing Wales - challenges and checking</b></p> <p>11 Welsh councils provide homes and related services for tenants across Wales. Find out all the latest information about the challenges and opportunities local authority social landlords are facing and how they are meeting the needs of their tenants and communities.</p> <p>We'll hear from representatives of 2 local authority housing providers about what is happening and how they check and monitor the quality of services provided to their tenants.</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• Gaynor Toft, Head of Housing and Public Protection, Pembrokeshire Council</li> <li>• Geoff Davies, Lead Officer, Community Housing Denbighshire</li> </ul>
<b>A4</b>	<p><b>Meet the Regulator: Regulation of Housing Associations</b></p> <p>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 Welsh Government regulation team.</p> <p>Find out how Regulation is working currently, what the Regulators are seeing and how regulation is protecting tenants.</p> <p><b>Speaker:</b> Senior official, Welsh Government regulation team</p>
<b>A5</b>	<p><b>'Oh, we have plenty of volunteer helpers thanks' said no-one ever!</b></p> <p>Repeated as D5</p> <p>If you're involved in any community or tenant activity where you live, have you ever wondered where everyone else is? Or is it always the same people turning up to events and projects? Helpers / members / volunteers can often feel hard to come by, but they are out there!</p> <p>In this workshop we'll be exploring top tips for reaching and attracting people to your cause, group or project.</p> <p><b>Speaker:</b> Sam Evans, TPAS Cymru Associate</p>
<b>A6</b>	<p><b>How to reduce your energy bills and keep your home healthy – with Warm Wales</b></p> <p>Repeated as C3</p> <p>A healthy home, that's warm and free from damp is important to everyone.</p> <p>During this workshop <b>Warm Wales</b> will be providing support and advice to empower and enable residents to reduce their energy bills to reduce the likelihood of fuel poverty.</p> <p>Join this session to learn how we can enable and encourage them to improve their health and wellbeing and to empower them so that they become more resilient and can reach their full potential.</p> <p><b>Speakers:</b> Warm Wales</p>
2.30pm - 3:15pm	<b>Refreshment Break</b>

## Workshop Session B:

### Your choice of workshop sessions

<b>B1</b>	<p><b>Meeting housing and tenant priorities – are landlords getting the balance right?</b></p> <p>Social landlords in Wales have several priority actions they need to deliver on: from providing new homes to maintaining existing homes; decarbonisation to providing great services for their tenants, and all, whilst keeping rents affordable! How are they prioritising all these actions and, are they getting the balance right?</p> <p>Join us for this topical and lively panel discussion to hear a range of thoughts and opinions and an opportunity to share yours.</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• Helen White, CEO Taff Housing</li> <li>• Geoff Davies, Lead Officer, Community Housing Denbighshire,</li> <li>• Wendy Deardon, Policy &amp; Public Affairs Manager, Shelter Cymru</li> </ul>
<b>B2</b>	<p><b>Having a voice in the planning system: everything communities and tenants need to know</b></p> <p>Planning Aid Wales (PAW) is an independent, charitable organisation helping individuals and communities across Wales to participate more effectively in the planning system.</p> <p>This workshop will explore the value of community engagement in relation to planning considerations and social housing developments. You will also find out how PAW can support and assist meaningful community engagement in the planning process for tenants and communities.</p> <p><b>Speaker:</b> Mark Jones, Planning Engagement Officer, Planning Aid Wales</p>
<b>B3</b>	<p><b>The World's best repairs service – lets co-design the perfect service together!'</b></p> <p>Repair and maintenance of homes is one of the most complained about services in social housing – so what should the perfect service be like? During this interactive workshop let's think positively about what a really great service should look <b>and</b> feel like. What are tenants' priorities and how can landlords provide a great service with limited resources?</p> <p><b>Facilitator:</b> TPAS Cymru</p>
<b>B4</b>	<p><b>Improving services through flexible tenant involvement</b></p> <p>Case study session</p> <p>Find out how Hafod Housing are involving tenants in innovative and flexible ways to improve services. Hafod regularly look at the services they provide: they understand how important it is to be 'flexible' in their approach to monitoring their services by listening to their customers' stories and experiences, as well as looking at the numbers (facts and figures).</p> <p>During this interactive workshop hear how, by being open to different ways of involving tenants in examining/monitoring services. Hafod sees how their services really affect their customers, and as a result make sure they truly help the communities they serve.</p> <p><b>Speaker:</b> Michelle McGregor, Customer Engagement Officer, Hafod Housing</p>

<b>B5</b>	<p><b>Pump up your people!</b> Are you holding regular get-togethers or meetings with your tenant or community group, neighbors, or project? Do you sometimes wish you had a bank of short and sharp ideas that will give the people in the room a quick burst of energy when a pick-me-up might be needed to keep the momentum going?</p> <p>In this practical session we will be trying out a range of tried and tested energisers, so that you will go away equipped with a small toolbox of ideas that you can pull out at any time!</p> <p><b>Speaker:</b> Sam Evans, TPAS Cymru Associate</p>
<b>B6</b>	<p><b>What's going on in Scotland?</b> Join TPAS Scotland's Tony Kelly and Eveline Armour to find out how tenants and landlords in Scotland are meeting challenges through successful tenant engagement.</p> <p>Hear about recent success stories from the TPAS Scotland's Good Practice Awards that have had big impacts in communities. Including projects covering:</p> <ul style="list-style-type: none"> <li>• Involving young people and reaching out to the community.</li> <li>• Building partnerships to target identified needs.</li> </ul> <p>Learn about what's going on in Scotland with TPAS Cymru's sister organisation.</p> <p><b>Speakers:</b> Tony Kelly and Eveline Armour, TPAS Scotland</p>
4.30pm	<b>Close of Day 1</b>
4.30pm – 5.15pm	<p><b>Optional extra session - 'Relax and Reflect'</b> After a busy first day at conference, join other delegates for an informal opportunity to reflect on the day. What have you learnt and what ideas will you take away? This will also be a chance to share your insights from the days' workshops and look at what's coming up on day 2.</p> <p><b>Speakers:</b> TPAS Cymru</p>
7.00pm	<b>Conference Dinner followed by entertainment</b>



**Thursday 16<sup>th</sup> November 2023**

<b>Time</b>	<b>Session</b>
8.30 – 9.30am	<b>Registration for Conference</b>
<b>Workshop Session C: Your choice of workshop sessions</b>	
<b>C1</b>	<p><b>The real truth about Net Zero housing</b></p> <p>Last year at Conference we chatted about what Net Zero is and what it means for tenants. This year, we're checking in on where Wales is to date with Net Zero, highlighting projects and experiences that tenants and staff have had thus far.</p> <p>What are the new challenges that we are being faced with regarding Net Zero?</p> <p>What are some of the exciting projects and innovations coming out of Net Zero? And more!</p> <p><b>Speaker:</b> David Wilton, TPAS Cymru</p>
<b>C2</b>	<p><b>Living with Artificial Intelligence</b></p> <p>Artificial Intelligence has exploded in our news at an incredible pace and attracted a huge amount of public attention: both good and bad. But should you be bothered?</p> <p>Find out what AI actually is, what it is capable of now and how it will transform the way we live and work both now &amp; in the future.</p> <p>Focusing on ChatGPT we will provide real life examples of what AI can do to make your daily life easier at home &amp; at work.</p> <p><b>Speakers:</b> Martin Little and Eleanor Speer, TPAS Cymru</p>
<b>C3</b>	<p><b>How to reduce your energy bills and keep your home healthy – with Warm Wales</b></p> <p>Repeat of A6</p> <p>A healthy home, that's warm and free from damp is important to everyone.</p> <p>During this workshop <b>Warm Wales</b> will be providing support and advice to empower and enable residents to reduce their energy bills to reduce the likelihood of fuel poverty.</p> <p>Join this session to learn how we can enable and encourage them to improve their health and wellbeing and to empower them so that they become more resilient and can reach their full potential.</p> <p><b>Speakers:</b> Warm Wales</p>
<b>C4</b>	<p><b>Safe as houses? – Safer Buildings in Wales</b></p> <p>The Welsh Government's <a href="#">Safer Buildings in Wales White Paper</a>, published in January 2021, places residents at the heart of building safety reforms in Wales.</p> <p>Plans will establish a robust and regulatory system, as well a requirement for landlords to have an 'accountable person' to engage with residents in a proactive and meaningful way.</p> <p>Find out more about this important proposed new housing legislation and share your thoughts directly with representatives of Welsh Government who want to</p>

	<p>ensure the voice and insights of a broad representation tenants are heard and their lived experiences considered.</p> <p><b>Speaker:</b> Mike Corrigan, Welsh Government</p>
<b>C5</b>	<p><b>Money, Money, Money – in a poor man’s world</b></p> <p>For many community projects and activities, believe it or not, large pots of funding are not usually needed to make something happen. Plus, let’s face it, who wants to be filling out long and complicated funding applications, and sending in reams of evidence afterwards?</p> <p>This session will take you through a range of ideas for building small pots of money, as well as other creative ways of getting the resources you need – without filling in a single form and that actually build community spirit at the same time!</p> <p><b>Speaker:</b> Sam Evans, TPAS Cymru Associate</p>
10.45 – 11.30am	<b>Refreshment Break</b>
<b>Workshop Session D: Your choice of workshop sessions</b>	
<b>D1</b>	<p><b>Bothered not bothered? What’s important to Tenants in Wales?</b></p> <p>This was the surprise hit of conference last year, so you don’t want to miss this session as it returns bigger and better!</p> <p>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 will be controversial with no right or wrong answers. Sound interesting? Here is how the session work will work:</p> <ol style="list-style-type: none"> <li>1. The hosts will each present the case for and against on a subject</li> <li>2. Attendees will then get a chance to add in your view in favour or against</li> <li>3. You then vote to say if you are ‘bothered or not bothered’.</li> </ol> <p>This session will be interactive and fun, giving you a chance to have your say over a range of housing and community subjects.</p> <p><b>Speakers:</b> David Wilton &amp; Eleanor Speer, TPAS Cymru</p>
<b>D2</b>	<p><b>Housing Associations in Wales - all the latest news &amp; updates</b></p> <p>Find out all the latest news about Housing Associations in Wales from Community Housing Cymru (CHC) who represents 34 not-for-profit housing associations that provide almost 165,000 homes to 10% of the Welsh population.</p> <p>In this insightful workshop you’ll find out all about the new pressures and unprecedented challenges Housing Associations face, but most importantly, how they are responding to these challenges to ensure they can continue to provide affordable and safe homes and support their tenants and communities.</p> <p><b>Speaker:</b> Stuart Ropke, Chief Executive, CHC</p>
<b>D3</b>	<p><b>Mindfulness Art (Neurographics) – have a try and find out what it is all about!</b></p> <p>Come along to this fun and informal workshop to try a fascinating mindfulness activity and see where your creativity can take you!</p>

	<p>Neurographic (Mindfulness) Art is a therapeutic art form which helps to turn chaos and stress into something calming and peaceful. This method can be used to consult with and share information with residents whilst creating beautiful paintings, cards and many more art/craft items.</p> <p>P.S. you don't need any art experience, everyone's welcome to come and have a go!</p> <p><b>Hosts:</b> Wales and West Housing Tenants</p>
<b>D4</b>	<p><b>Meet the Ombudsman: Who we are, what we do, and what we don't</b></p> <p>This informative session will give you an overview of the Public Services Ombudsman in Wales (PSOW) and their role, as well as essential insight and information including:</p> <ul style="list-style-type: none"> <li>• A discussion on the types of housing complaints they deal with;</li> <li>• Information on their proactive powers and how they use Complaints Standards with Local Authorities and Housing Associations;</li> <li>• Expectations on Housing providers, and how the PSOW office can help them comply.</li> <li>• Housing case studies - what happens when public bodies don't get complaints right, and the impact PSOW can have.</li> </ul> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• Michelle Morris, Public Services Ombudsman for Wales</li> <li>• Matt Harris, Head of Complaints Standards Authority, Public Services Complaints Team</li> </ul>
<b>D5</b>	<p><b>'Oh, we have plenty of volunteer helpers thanks' said no-one ever!</b></p> <p><b>Repeat of A5</b></p> <p>If you're involved in any community or tenant activity where you live, have you ever wondered where everyone else is? Or is it always the same people turning up to events and projects? Helpers / members / volunteers can often feel hard to come by, but they are out there!</p> <p>In this workshop we'll be exploring top tips for reaching and attracting people to your cause, group or project.</p> <p><b>Speaker:</b> Sam Evans, TPAS Cymru Associate</p>
12.45 – 1.45pm	<b>Lunch</b>
<b>Final Session: Designing solutions for our future together</b>	
	<p>Don't miss our final interactive session as we explore ideas as to how tenants, landlords and government can meet the challenges the housing sector and our communities face, as we think about the future of housing in Wales in 2024.</p> <p>Be part of this engaging and topical closing plenary session.</p> <p>You might also 'takeaway' a prize in our closing session Prize Draw!</p>
3.00pm	<b>Close of Conference and Depart</b>

*\*programme subject to alterations*