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Tai Wales & West Housing

Ariennir yn Rhannol gan Lywodraeth Cymru
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Conference Programme *

** subject to alterations*

Optional Additional Night – Tuesday 10 November 2026

Time	Session
4.00pm - 5.00pm	**Registration for Conference and Hotel**
5.00pm – 5.45pm	**TPAS Cymru's AGM**
7.00pm	**Informal Dinner and Entertainment** *(for those who have booked residential places)*

Wednesday 11 November 2026

Time	Session
8.45 – 10:30am	**Registration for Conference, Exhibition Viewing, Refreshments & Networking**
Welcome to Conference – Setting the Scene David Wilton, TPAS Cymru CEO	
Opening Conference – with guest speaker: Public Services Ombudsman for Wales, Michelle Morris	
Better Services, Better Outcomes: learning from complaints in housing Hear from the Public Services Ombudsman for Wales, Michelle Morris, in this thought-provoking opening talk, exploring the lessons emerging from complaints, casework and reviews across the social housing sector. Find out the common themes behind service failures, the opportunities for improvement, and the practical actions landlords should take to deliver better services and outcomes for Tenants and residents.	

The Big Opening Panel Debate

Making Things Better: What should social housing focus on in 2027 and beyond?

Hear from our panel of Tenants about what matters to them, challenge your thinking and share your own views on what needs to change. As Wales faces political, economic and societal change, what should social landlords be focusing on next?

Beyond rent affordability and building safety, what matters most to tenants? From the quality of services and repairs to community, participation, technology and tackling inequality, hear directly from tenants with different experiences and perspectives.

12.00pm-1.15pm	**Lunch, Exhibition Viewing & Networking**

Workshop Session A: 1.15pm – 2.30pm
Your choice of workshop sessions

A1	**Is the Welsh Housing Quality Standard (WHQS) making a real difference to tenants' homes and lives?** Hear from our panel sharing insight and knowledge. Also hear an update from Welsh Government and find out what compliance data tells us about landlords' delivery. Are landlords focusing on improvements that tenants value most? How much influence do tenants have on the WHQS programme? **Speakers:** Panel Discussion
A2	**Mapping Cynefin: Finding Belonging, Building Stronger Communities** What makes somewhere feel like home? It's about more than the buildings we live in. Home can shape our identity, sense of belonging, wellbeing, and connection to the people and places around us. In this interactive workshop, we'll explore the Welsh concept of cynefin, exploring how our surroundings, relationships and sense of place influence our wellbeing and what it means to feel truly at home. On an individual level, cynefin may mean something very different, so let's see what unites us. **Speakers:** Cwmpas
A3	**Tenant Engagement Practice: From engagement to community capability** The 3 Communities Project, between Cwm Taf Morgannwg Health Board, Merthyr Valleys Homes; Trivallis & Valleys to Coast housing associations, challenged traditional models of tenant engagement. It asks: what becomes possible when organisations stop asking residents only about services and start asking about their strengths, aspirations and hopes for their neighbourhood? The Project shows how small conversations can lead to major ripples: community centres reactivated, new social groups formed, residents gaining skills and employment, local assets protected and stronger partnerships built. This session will be essential learning for anyone interested in tenant voice, co-production and community-led housing practice. **Speaker:** 3 Communities Project

A4	**The key things Housing Regulators are seeing in Wales: what does it mean for Housing Associations and their Tenants** An opportunity to meet the Welsh Government team responsible for regulating housing associations (HAs) in Wales and hear the latest updates. Find out what the regulators are seeing and are expecting to see, and what it means in practice for HA landlords and for tenants. **Speakers**: Senior Officials, Welsh Government Regulation Team
A5	**Accessibility and Adaptations Disability Café session: What needs to change to ensure a person-centered approach?** Join us for a session focused on adaptations and accessibility in social homes, where we'll be sharing updates from our project so far, the importance of engaging disabled tenants in discussions about needs and homes and what needs to change to ensure everyone has a home suitable for them to live comfortably in. **Speakers:** Tai Pawb
A6	**More than a Move: Helping Older People Thrive.** How can moving home support independence and wellbeing in later life? This session explores how rightsizing and age-friendly housing can help older people remain active, connected and independent. Drawing on resident experiences, Cardiff Council will showcase how its older persons' accommodation offers independent living within a supportive community, reducing social isolation and creating inclusive places where older people can thrive. **Facilitator:** Cardiff Council
2.30pm - 3:15pm	**Break** Refreshments, Exhibition Viewing & Networking
Workshop Session B: 3.15pm-4.30pm **Your choice of workshop sessions**	
B1	**Rent affordability: what are the issues and what are the solutions?** Rent affordability is a key concern for tenants and landlords across Wales. This insightful session will explore the realities of rent & service charges, the challenges facing tenants, and what can be done to make rents fair and affordable. We'll also look at how tenants can have a meaningful say in rent setting, with practical examples of engagement approaches from across Wales. **Speakers**: Panel Discussion
B2	**Having a go at easy arts & crafts decorating your very own miniature 'home' keepsake box!** ***Repeated at 4.30pm*** See where your creativity can take you! Our homes are more than just places to live, they reflect who we are, what we enjoy, our memories and the things we're passionate about. Come along to this easy, informal and relaxed arts and crafts session and have a go at decorating your very own miniature 'home' keepsake box. You don't need any artistic experience - just

	come along, have a go, and then perhaps use art & craft as way to engage with and share information with your tenants or community. **Speakers:** TPAS Cymru
B3	**Recovery in the Community: Connection, Choice and Challenging Stigma** What helps people rebuild confidence, feel connected and move forward when facing mental ill health or addiction? This workshop explores how communities and services can make a real difference through accessible support, personal choice and understanding. Delivered by Adferiad's Cwm Taf Hubs and Only Human Service, the session will showcase how community-based support reduces isolation and helps people access support when they need it. Discover how the Only Human campaign challenges stigma and why listening to lived experience is key to creating more inclusive, compassionate services where everyone is treated with dignity and respect. **Speaker:** Adferiad
B4	**The Building Safety Act and Tenant Engagement – what it means for Tenants and Landlords** Find out from Welsh Government officials what the new Building Safety Act (Wales) means for tenants and landlords in Wales. Share your thoughts on how residents should have a stronger voice in building safety and what information they need. **Speakers:** Welsh Government
B5	**Digital Inclusion & Tenant Engagement: No one left behind** In a digital world, digital inclusion is more than simply a nice to have; it is an essential part of staying connected. Across Wales, tenants and social landlords have been working together to overcome barriers, gain understanding and confidence in utilizing digital means of engagement and communication. In this interactive session, join Danielle and Gem from Hafod to learn about their vital work in ensuring everyone is able to be included digitally, together. **Speaker:** Hafod Housing
B6	**Small Changes, Big Impact: Growing the Welsh Language Together** This engaging, informal session is open to everyone, whether you speak Welsh, are learning, or don't speak Welsh at all. Explore what housing, communities and each of us can do to help the Welsh language thrive, and what difference small changes in our everyday behaviour can make? You'll leave with practical ideas and inspiration to play your part in supporting the ambitions of Cymraeg 2050: A Million Welsh Speakers and helping Welsh become a more natural part of everyday life. **Speakers:** Mentrau Iaith Cymru
4.30pm	**Formal Close of Day 1**

4.30pm – 6pm	**New for 2026!** **Beyond the Main Programme: Additional optional sessions** • ***Cathy Come Home:*** **60th anniversary screening of the ground-breaking BBC television drama** First broadcast on November 16, 1966, and watched by 12 million people. the programme changed Britain's view of homelessness. Its impact was immediate, turning public attention to homelessness and the tragic consequences for families finding themselves with nowhere to live. • **Having a go at easy arts & crafts decorating your very own miniature 'home' keepsake box!** ***A Repeat of Workshop B2***
7.00pm	**Conference Dinner followed by entertainment** *(for those who have booked residential places)*

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Thursday 12th November 2026

Time	Session
8.30 – 9.30am	**Registration for Conference**
9.30 – 10.00am	**The Essential Opening Session**
	Unveiling the latest All-Wales Annual Tenant Pulse Survey results: Be the first to discover what tenants have said Join us for the exclusive launch of our Annual National Tenant Pulse survey findings! Be the first to hear what tenants have said in our latest research and, dive into the key themes that have defined 2026. This is your chance to get ahead of the curve and understand the trends, challenges, and opportunities that will shape the future of housing. **Speakers**: TPAS Cymru
Workshop Session C: 10.00am – 11.15am **Your choice of workshop sessions**	
C1	**Exploring Innovative Engagement Methods: What Could Work for You?** How can we build stronger relationships with tenants and communities and give them a real say in shaping services? Explore some innovative engagement approaches and hear what others are trying. Take away practical ideas for reaching underrepresented groups, building trust, encouraging participation and turning tenant feedback into changes that make a difference to services. **Speakers:** TPAS Cymru
C2	**Strengthening Tenant Voice: Two Housing Providers Share What Works** How can housing providers make tenant engagement meaningful and encourage more residents to get involved? Hear from 2 social landlords about their approach. Beacon housing will share its approach to building safety consultations, lessons from its pilot and challenges in engaging residents. Codi will introduce its Influence Framework, including its "large but local" approach and strategic pillars. Together, they will explore practical approaches to tenant participation, with opportunities to share feedback and ideas? **Speakers:** Beacon Cymru & Codi
C3	**Cut Costs, Not Comfort: Practical energy saving tips to help stay warm, safe and healthy** Want to lower your energy bills without feeling cold? Join National Energy Action (NEA) for a fun, interactive workshop packed with practical tips to help you save money while keeping your home warm, safe and comfortable. We'll bust energy-saving myths and discover how to get more from your heating, reduce draughts and use appliances efficiently. You'll leave with practical ways to cut energy waste and reduce bills without sacrificing comfort. **Speakers**: National Energy Action

C4	**Tenant Engagement Practice: Improving Repairs services through Tenant Engagement** What happens when tenants are genuinely involved in improving repairs services? Hear from two TPAS Cymru Awards finalists, Trivallis and Tai Tarian, as they share how working with tenants has helped improve repairs services for everyone. Discover practical ideas, approaches and lessons you can take back to your own organisation? **Speaker:** Tai Tarian & Trivallis
C5	**Deeds Not Words: Creating a More Equal Housing Sector** Are ethnic minority tenants' voices being heard, and how can housing organisations better tackle racism and inequality? Join Evelyn James, Anti-Racism Manager at Tai Pawb, for an interactive session exploring how to turn anti-racism commitments into meaningful action. Discover practical ways to challenge inequalities, use lived experience and data to drive change, and embed anti-racism into everyday housing practice. **Speakers**: Tai Pawb
11.15am – 12.00pm	**Break** Refreshments, Exhibition Viewing & Networking
Workshop Session D: 12.00pm – 1.00pm **Your choice of workshop sessions**	
D1	**Safer Communities, Stronger Solutions: Tackling ASB Together** Anti-social behaviour is the no.1 issue tenants from across Wales have told us they would change about their communities. But how do we tackle it? Join experts Case Management Solutions Group for an interactive workshop as they share insights & examples from their work, the importance of human communication in addition to technology-based solutions and putting tenants first. This is one you don't want to miss. **Speakers**: Case Management Solutions Group
D2	**How can we help Tenants Understand Retrofit** How can we help tenants feel informed and supported through home improvements? Cynon-Taf will share their experience of developing the Home Improvement Hub, exploring practical resources and good communication around retrofit and energy-efficient homes. An interactive discussion will explore what tenants want to know, identify gaps in existing guidance and gather ideas for shared, accessible resources that support residents before, during and after improvements. **Speakers:** Cynon Taf Community Housing Group

D3	**Mindful Movement & Breathing Workshop – come and give it a go!** Take some time out to relax, recharge and refresh in this calming workshop. Join Kallika Bruce, yoga teacher and wellbeing practitioner for two 20-minute taster sessions focused on mindful movement and breathing. Using accessible and inclusive movements, you will be guided through movements, breathing, and relaxation techniques suitable for anyone. You'll leave this session with some practical take-home tips to incorporate mindfulness into your life. No previous experience is needed. **Facilitator**: Breathe Studio Llandrindod
D4	**Who are unpaid carers and how can we better support them?** Housing plays an important role in enabling people to care safely, independently and sustainably There are an estimated 310,000–500,000 unpaid carers in Wales, supporting family, friends and neighbours every day. Yet many face financial pressures, challenges accessing support, and difficulties balancing work and care. Join us for this session and explore the links between housing and unpaid caring, and how landlords, tenants and communities can better identify, understand and support carers in their communities. **Speakers:** Carers Wales
D5	**Neurodivergence and Tenant Engagement** Are housing services working for everyone? This interactive session with Neurodivergence Wales and Bron Afon housing will explore the experiences of neurodivergent tenants and ask what we can do differently. From communication and engagement to services and support, come away with practical ideas for creating more inclusive housing. This is a session for everyone on how to achieve meaningful inclusion. **Speakers:** Neurodivergence Wales & Bron Afon HA
1.00 – 2.00pm	**Lunch, Exhibition Viewing & Networking**
The Essential Final Session: 2pm – 3.15pm	
Bothered not bothered? - Back by popular demand! Be part of this final and engaging session, where we want to hear your thoughts on topical (and controversial!) issues within tenant engagement, and ask you if these are important to you or not? So, it's your chance to have your say. This is a fun, interactive session, designed to highlight and spark discussion around tenant participation and to have an honest, open discussion **Facilitator:** TPAS Cymru	
3.15pm	**Close of Conference and Depart**