

PRE EVENT INFORMATION

PLEASE NOTE: This information is **NOT** confirmation of a booking, and is for pre-booked delegates only. If you wish to book onto the event please visit our website to reserve your place <http://www.northern-consortium.org.uk/Page/Events/residentinvolvement2010.aspx>.

10th Annual Resident Involvement Conference 2010 Making Resident Involvement a Success in the New Regulatory Landscape 15th & 16th June 2010, Hilton Hotel Blackpool

Please find enclosed:

- Detailed programme for the two days
- Information about sponsors and exhibitors attending the event
- Venue details, including a location map, travel information and directions to the Hilton Hotel Blackpool
- Information relating to professional practice sessions and a fax back form
- Further important information relating to the event

The Northern Housing Consortium hope you enjoy this informative event.

If you have any queries concerning the event please do not hesitate to contact the events team on 0191 566 1000 or email events@northern-consortium.org.uk

Sponsored by:



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PROGRAMME

Day 1

10:00am Registration, refreshments and exhibition viewing

11:00am Chair's Welcome

*Colin Dales, Assistant Director,
Hambleton and Richmondshire District Councils*

11:05am Setting out the New Regulatory Framework

*Graeme Foster, Assistant Director of Excellence,
Tenant Services Authority*

In this opening session Graeme will share the latest from the Tenant Services Authority, including learning from the first months of the new regulatory framework. The session will explore the key challenges for social landlords when engaging with their tenants under co-regulation, and provide good practice examples from across the sector.

11:45am Giving Tenants a National Voice

*Pam McIvor, Member of National Tenants Council and
Jim Scollen, Member of National Tenants Council,
National Tenants Voice*

The National Tenants Voice aims to give those eight million tenants living in social housing in England a strong voice, to enable them to speak up at all levels of housing policy and so that they might better influence national policy as it affects them. A fifty strong Council of tenants from across England has been established as part of the new organisation. This session will give delegates an understanding of the role of the National Tenants Council and the National Tenants Voice.

12:30pm Lunch and exhibition viewing

1:45pm Sub Plenary Sessions

A. The Network - a New Voice for Residents Across the Leeds City Region

*Rachel Burkitt, Consultant, The Bridge Group
Linda McNeil, Member of Leeds Tenants Federation
Michael Hall, Member of Leeds Tenants Federation*

'The Network' led by Leeds Tenants Federations (LTF) connects residents from 11 council areas from North, South and West Yorkshire to share views and ideas about the things that really matter to families and communities. It is hoped that The Network will be able to work with, and influence the new Leeds City Region which has been established to look strategically at issues around housing, regeneration, jobs, transport and innovation.

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This session will look at why LTF decided to set up The Network, the challenge of engaging tenants and residents across such a wide geographical area, landlord encouragement for tenant and resident influence at a strategic level, and The Network's future plans

B. Resident Led Scrutiny

Teresa Warn, Community Development Manager, Teign Housing

Denise Bell-Stacey, the Chair of our Tenants Scrutiny Panel, Teign Housing

Teign Housing Scrutiny Group's aim is to give a resident perspective to the way in which Teign Housing regulates and improves its performance as an organisation. Teresa will explore how they recruit tenants based on their skills and demographic profile, how they decide on what the group's priorities are and how the group fits within the organisation. Denise will share her experience of being Chair of the Scrutiny Panel.

2:45pm Refreshments and exhibition viewing

3:15pm Professional Practice Sessions

1. The Regulatory Framework Discussion Session

Paul Harvard, Tenant Standards Advisor, Tenant Services Authority

This session will explore co-regulation in-depth, giving delegates the opportunity to have questions answered by one of the Tenant Standards Advisors. The session will focus on the tenant involvement and empowerment standard and how to build capacity in residents to meet the requirements of a co-regulatory approach.

2. Meet the National Tenants Council

Pam McIvor, Member of National Tenants Council and

*Jim Scollen, Member of National Tenants Council,
National Tenants Voice*

Following on from the plenary session, this workshop will give delegates the opportunity to meet the members of the National Tenants Council, get answers to your questions around the role of the National Tenants Voice and discuss in-depth how you can work together to give tenants a voice and effectively influence policy.

3. Customer Profiling

Yvonne Castle, Managing Director, YC Change Consultants

Anna Milner, Research & Intelligence Manager, Northern Housing Consortium

Ensuring that customers are involved in shaping and monitoring services is an essential element to providing excellent services. Knowing and understanding your customers is also vital to delivering services that meet their needs. The TSA have highlighted the requirement to undertake detailed profiling of customers and analyse data to inform strategies and develop full customer insight. Anna and Yvonne will talk about the theory

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of customer profiling and the practical application of using this exercise to improve services.

4. Building Capacity of Residents

Mike Glennon , Customer Involvement & Projects Manager, Blackpool Coastal Homes

The Blackpool Coastal Homes (BCH) Academy was set up to increase the knowledge and understanding of their involved tenants on the Social Housing Sector. After a successful pilot culminating in the graduation of four tenant reps, a tenant board member and two temporary members of staff, the Academy is currently attracting huge interest for the next semester. This session will share BCH experience of running the academy and the outcomes they have achieved.

5. Innovative ways to Involve Young Tenants

*Denise Carr, Resident Involvement Assistant, Nomad E5
Lewis Rimington, Neighbourhood Investment Manager, Nomad E5*

Nomad E5 found high levels of rent arrears, turnover of tenancies, and anti-social behaviour in schemes with high levels of young tenants. They worked with a group of young tenants to develop a welfare advice and budgeting pack for new, young tenants. From this work the association has identified benefits including reduced turnover and lower management costs. Denise and Lewis will discuss how they achieved success of engaging with their younger tenants and share how you can replicate their success.

4:15pm

What the Future Holds for Inspection of Resident Involvement

Yvonne Davies, Head of Housing & Economic Development (North), Audit Commission

The Audit Commission is working with the Tenant Services Authority to carry out a joint review of the inspection methodology. Yvonne will provide a look into the future of inspection following the outcome of the review, and what this means for housing providers and the involvement of tenants. Yvonne will also share examples of positive practice and innovation in resident involvement and creative ways of overcoming barriers.

5:00pm

Close of conference day one

7.15pm

Dinner and evening entertainment

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DAY TWO

9:30am

Professional Practice Sessions

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Paul Harvard, Tenant Standards Advisor, Tenant Services Authority

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*Pam McIvor, Member of National Tenants Council and
Jim Scollen, Member of National Tenants Council,
National Tenants Voice*

Following on from the plenary session on day one, this workshop will give delegates another opportunity to meet the members of the National Tenants Council, get answers to your questions around the role of the National Tenants Voice and discuss in depth how you can work together to give tenants a voice and effectively influence policy.

8. Engaging your Tenants in a Meaningful Way

*Liz Haworth, Director of Neighbourhoods, Helena Partnerships
Nina Peters, Performance and Intelligence Manager, Helena Partnerships*

This session will explore Helena's response to the Tenant Services Authority requirement to ensure tenants are engaged in a meaningful way. This will include the Customer Excellence Panel (tenant scrutiny panel), capacity building and wider involvement mechanisms to ensure tenants have a 'real voice' in challenging performance; working closely with Board.

9. Using Social Media to Engage Young People

Lucy Terry, Policy Assistant, Ashram Housing Association Limited

Using social media is an innovative way to engage your residents, Ashram Housing Association have created 'Social Breakfast' a web site for young people who want to make their life, their community and their world better by enabling them to connect to decision makers and politicians. In this session Lucy and one of the Young Citizen Journalists will discuss how they engage with young people using social media and what outcomes they have achieved.

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10. 'Macro Engagement': Using Large Scale Events to Grow Positive Relationships

Terry Bonner, Operational Director - Customer Services, Knowsley Housing Trust

Margaret Kane, Customer Involvement Manager, Knowsley Housing Trust

Knowsley Housing Trust's annual "Community Day" engages with over 4,000 residents in one day. In this session Terry will show how they achieve engagement at such a high level and how they use the day to build relationships with partners such as the police and voluntary agencies. Terry will discuss how to capture the information shared at an event of this scale and the outcomes they have achieved.

10:30am Refreshments and exhibition viewing

11.00am Involving Customers – Improving Services: Berneslai's Journey to Success

Sarah Barnes, Customer Services and Engagement Manager, Berneslai Homes

In 2009 Berneslai Homes were awarded three stars with excellent prospects for improvement from the Audit Commission. They also received TPAS accreditation for their resident involvement service. That's a big leap forward from their previous two star inspection results where their resident involvement service had more weaknesses than strengths. So what exactly did they do? In this session, Sarah will share with you the Berneslai journey.

11:40pm Creating an 'iCan' Culture

Richard McCann, Motivational Speaker

Richard McCann is a Sunday Times No1 Bestselling author, his first book, 'Just a Boy', has sold close to 400,000 copies. Brought up on the 'At Risk' register until his mother died tragically when he was aged five, Richard then went on a downward spiral. Foster homes, children's home and then a violent upbringing by his estranged father took away any self esteem that he had. He left school with no qualifications and was kicked out of the army for psychological reasons before he turned to drugs to ease his depression. After a prison sentence for a drugs offence, and with his home about to be possessed, Richard hit rock bottom where he considered taking his life. It was at this point that he found the gut wrenching determination to turn his life around and fight for a better future. Now married with a family of his own, two books about his life being published, and a much sought after inspirational speaker, Richard puts a lot of his success down to his 'iCan' attitude. This presentation centres on the way in which he has turned, what can only be described as insurmountable odds, to his favour and has shaped a more positive life for himself. It's one that most people don't forget in a hurry.

12.30pm Chair's closing remarks and close of conference




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Sponsors and Exhibitors at the Event

Sponsored by:

	http://www.morrisonplc.com/
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Supported by:

	http://www.audit-commission.gov.uk
	http://www.tenantservicesauthority.org/
	

Exhibitors for this conference will include:

	http://www.arenapartnership.co.uk/
	http://www.wates.co.uk/

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Directions

Hilton Hotel Blackpool
North Promenade
Blackpool
Lancashire
FY1 2JQ

Tel: 01253 623434

Website: <http://www.hilton.co.uk/blackpool>

Please note, these directions are to be used as a guideline only, for exact directions from your departure point, please use one of the following websites:

Google Maps - <http://maps.google.co.uk/>

AA - http://www.theaa.com/travelwatch/planner_main.jsp

RAC - <http://rp.rac.co.uk/rp/routeplanner>

BY ROAD:

At junction 32 on the M6 turn west onto the M55, continue to the end of the M55 and turn left onto the A5230, signed for Blackpool Airport. Stay on the A5230 until you reach the seafront, turn right and you will pass the Pleasure Beach then the Tower and the hotel is one mile further along on the right.

BY RAIL/PUBLIC TRANSPORT:

Blackpool North is an Inter City mainline station serving out of Euston on the London Midland Region. Regular trains to Preston take ½ hour, where there are connections to many stations in the country. Direct trains to Manchester take 1 ¼ hours. Blackpool North station is roughly 1 mile from the hotel. For station information, train times and routes please visit National Rail's website <http://nrekb.nationalrail.co.uk/stations/BPN.html>

For information on other modes of public transport, please visit Blackpool Transport's website at www.blackpooltransport.com or call them on 01253 473000.

BY AIR:

Manchester Airport

Distance from hotel: 55 minutes

Drive time: 1 hr.

Directions: M56 towards Chester, M6 North to junction 32, turn West onto M55. Continue to end of M55, leading to Waterloo Road, South Shore. Turn left at Waterloo Road, across traffic lights to Promenade. Turn right and continue approx 2 miles.

Getting to and from Manchester Airport

Subway/Rail, typical minimum charge is £15.00

Taxi, typical minimum charge is £20.00

Blackpool Airport

Distance from hotel: 1 mi.

Drive time: 5 min.

Directions:

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Getting to and from Blackpool Airport

Taxi, typical minimum charge is £5.00

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MAP

Hilton Hotel Blackpool
North Promenade
Blackpool
Lancashire
FY1 2JQ
Tel: 01253 623434

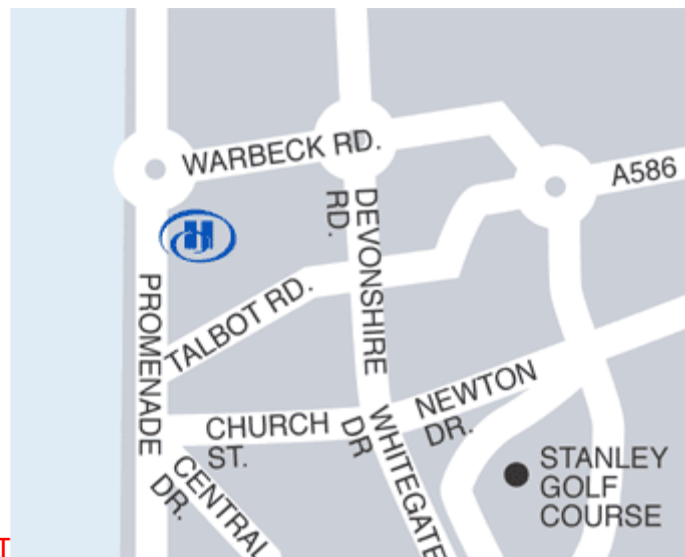
Website: <http://www.hilton.co.uk/blackpool>

Please note, for exact directions from your departure point, please use one of the following websites:

Google Maps - <http://maps.google.co.uk/>

AA - http://www.theaa.com/travelwatch/planner_main.jsp

RAC - <http://rp.rac.co.uk/rp/routeplanner>



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Professional Practice Sessions

Please find enclosed a form showing professional practice session choices available to attend at this event. If you have not already advised us of your choices can you please complete the enclosed form indicating which sessions you would like to attend and fax it back to us on (0191) 5661001, alternatively you can email your choices to events@northern-consortium.org.uk **Please note**; the deadline date for these to be received by us is no later than **Monday 7th June 2010**. Numbers for each session are limited and are allocated on a first come first serve basis.

Professional Practice Session Locations

Details of where each session will take place will be available at the Registration Desk and on the Northern Housing Consortium's corporate stand. Signs will also be displayed throughout the hotel.

Car Parking

There are 300 parking spaces available at the hotel.

Registration

Registration will be open from 10.00am with the event commencing at 11.00am. Upon your arrival you will need to register at the Registration Desk to ensure you have been signed in and receive all your information for the two days. The Registration Desk will be situated on the ground floor of the hotel, adjacent to the main hotel reception area. Refreshments will also be served at this time in the lounge and will be available until the conference commences at 11.00am.

Messages for Delegates

If you need to be contacted during the conference, please contact the hotel on 01253 623434. Messages are to be addressed to the NHC Conference. Messages received will be displayed on a small notice board at the Registration Desk as we are unable to deliver messages personally. Please restrict messages to emergencies only.

Conference Fee

Your conference fee includes a delegate pack, lunch on day one and all refreshments throughout the two days as detailed in the programme. For residential delegates your fee also includes attendance at the conference dinner, accommodation for Tuesday 15th June 2010 and breakfast the following morning.

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Lunch, Refreshments & Evening Conference Dinner

All refreshments will be served in the registration area. A buffet lunch will be served in the Trafalgar Suite and the Promenade Restaurant. Please refer to the programme for timings.

The conference dinner is available to all residential delegates (and non-residential delegates who have pre-booked a place). This will take place in the Royal Suite from 7.15pm on Tuesday 15th June 2010 and will be a set 3 course meal. If you have any medical dietary requirements please inform us as soon as possible so we can ensure the venue can cater for your needs. Any dietary requirements that we have already been notified about will be confirmed in your letter.

Residential Delegates

Check in time will be from 3pm onwards, although some rooms may be available before this. If you need to store any luggage prior to your room being available please contact the hotel reception. Please note all the rooms are reserved on our accommodation list and we kindly ask that you check in during the lunch break or after the close of day one to ensure it doesn't interfere with the event sessions.

Payment/Cancellations

Please note that it is part of our terms and conditions for payment to be received prior to the event. It is also important that you familiarise yourself with our cancellation policy which is situated on the bottom of all booking forms and can also be viewed on our website.

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PROFESSIONAL PRACTICE SESSIONS –
INFORMATION REGARDING SESSION TOPICS FOLLOWS...

Day 1, 1:45pm Sub Plenary Sessions

A. The Network - a New Voice for Residents Across the Leeds City Region

Rachel Burkitt, Consultant, The Bridge Group

Linda McNeil, Member of Leeds Tenants Federation

Michael Hall, Member of Leeds Tenants Federation

'The Network' led by Leeds Tenants Federations (LTF) connects residents from 11 council areas from North, South and West Yorkshire to share views and ideas about the things that really matter to families and communities. It is hoped that The Network will be able to work with, and influence the new Leeds City Region which has been established to look strategically at issues around housing, regeneration, jobs, transport and innovation.

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Teresa Warn, Community Development Manager, Teign Housing

Denise Bell-Stacey, Chair of Tenants Scrutiny Panel, Teign Housing

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2. Meet the National Tenants Council

Pam McIvor, Member of National Tenants Council, National Tenants Voice
Jim Scollen, Member of National Tenants Council, National Tenants Voice

Following on from the plenary session, this workshop will give delegates the opportunity to meet the members of the National Tenants Council, get answers to your questions around the role of the National Tenants Voice and discuss in-depth how you can work together to give tenants a voice and effectively influence policy.

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Lewis Rimington, Neighbourhood Investment Manager, Nomad E5

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Day 2, 9:30am Professional Practice Sessions

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FAX BACK FORM

DELEGATE NAME: _____

ORGANISATION: _____

Day 1, 1.45pm Sub-Plenary Sessions	Please tick <u>ONE</u> only
A. The Network - a New Voice for Residents Across the Leeds City Region	
B. Resident Led Scrutiny	

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2. Meet the National Tenants Council	
3. Customer Profiling	
4. Building Capacity of Residents	
5. Innovative Ways to Involve Young Tenants	

Day 2, 9.30am Professional Practice Sessions	Please tick <u>ONE</u> only
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8. Engaging Your Tenants in a Meaningful Way	
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Events Team on fax number 0191 5661001, alternatively you can email your choices to events@northern-consortium.org.uk

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Monday 7th June 2010

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