



## Yvonne Davies

Yvonne is Managing Director is a consultant, facilitator and trainer at working to achieve great resident involvement, community empowerment, governance, customer governance, resident scrutiny and equalities.

Yvonne is a former Housing Association Managing Director, with over 30 years' experience of working in housing and communities. Prior to becoming consultant in 2012, she was the Head of Housing and Economic Development for the North of England for the Housing Inspectorate, at the Audit Commission.

Yvonne is focussed on customers, communities and good governance, including:

- Skill, capacity and confidence building for residents, staff and Boards/Councils through training and mentoring
- Recruitment support for tenants on Boards and Committees.
- Board Readiness Programmes for customers
- Support and critical friend challenge for scrutiny and consultative panels;
- Involvement strategy reviews and advice for outcome focussed resident voice
- Appraisal and training needs analysis,
- Customer insight and use of digital
- Housing Policy and Regulation training
- Governance reviews
- Consumer Regulation compliance assessments
- Equality and diversity assessments
- Facilitation of Board, Charity and Tenant awaydays
- Developing community groups into housing associations, complaint mediation and more!

Yvonne runs a membership website [www.ydconsultants.co.uk](http://www.ydconsultants.co.uk), a performance and sharing group for involvement staff, tenant conferences and unconferences.

Yvonne is proud Board Member of 2 Community Based HAs - Cobalt Housing and Steve Biko HAs. She is the trainer for the Board Diversity Programme for Board Trainees for the Housing Diversity Network, and trainer on their Board Excellence Programme.

She loves to work hard and play hard. Her hobbies include watching Welsh rugby, travel and generally socialising.

[yvonne@ydconsultants.co.uk](mailto:yvonne@ydconsultants.co.uk)

07867974659 @ydconsultants