

# Engaging Communities

## Conference 2018: *Draft Programme*

### Day 1

### Monday 5 March

**2pm** Arrivals and registration

**3pm** **Opening session:** Welcome from **Jenny Osbourne, Chief Executive Tpas** @tpasJenny

**3:30pm** **Larger format workshops: a choice of either**

#### **Tenant Engagement**

Interactive networking exploring developments in national thinking and the challenge to innovate

Setting the scene will be a **resident Involvement lead** from **Optivo** who previously released their research 'Success Satisfaction and Scrutiny' as Amicus Horizon and have now merged with Viridian. Plus - Karen Cowan @karenkingcowan Head of Customer and Support at Tpas Accredited **Ongo** known for their excellence in engagement

#### **Community Engagement**

Interactive networking exploring the variety of approaches housing providers are taking to engage communities around key issues such as digital inclusion, welfare reform, wellbeing etc, Setting the scene will be **Sam Scharf** @ScharfOrbit **Head of Community Investment** at Orbit and *others to be confirmed soon.*

**4:45pm** **Comfort break**

**5:00pm** **The Learning Zone 1 (optional short sessions)**

*\*see possible for this slot and the Learning Zone for day 2 in the box below*

#### **Learning zone – we are looking into sessions on**

- *Social Investment - the approach and Orbit's delivery partnership*
  - *New tenant engagement prototypes – where next?*
  - *Using the 'human library'*
  - *Customer insight – the latest from TLF customer research experts*
  - *Young people influencing services*
  - *Refocusing Tenants and Residents Associations*
- and more*

*Plus the chance of a 20 minute advice appointment with Tpas*

**6pm** Retire to rooms/use of hotel facilities

**7pm** Pre-dinner drinks and networking –

**7:30pm** Speaker, Evening meal, Quiz

**9:45pm** Disco *tbc* and Networking time

## Day 2

### Tuesday 14 March

- 7-9am** Breakfast for overnight delegates
- 8:30am** Registration opens for Day Delegates
- 9am** **The Learning Zone 2 (optional): choose to attend either**  
*\*see possible in box on page 1*
- 10am** **Chairs Welcome:** Jenny Osbourne, Tpas Chief Executive
- 10:15am** **Key Speaker: Angela Lockwood, Chief Executive of North Star HA @Angela\_NSHG**  
Operating across the Tees Valley, North Yorkshire and County Durham and committed effective to tenant engagement, Angela is also Vice Chair of PlaceShapers an organisation who's ethos is all about people and places.
- 10:55am** **Comfort break**
- 11:15am** **Workshop Session A: Choice of 4 workshops**
- 12:45pm** **Lunch**
- 1:45pm** **Workshop Session B: Choice of 4 workshops**

#### Workshops will include:

- **Are we really listening to tenants?** With the upcoming Green Paper informed by the housing minister listening events how can we improve the way we communicate and engage with tenants?
- **Phoenix CH** –demonstrating how their Tpas award winning engagement stretches from local communities to board and ensures succession.
- **Using digital and fresh approaches in engagement and scrutiny** – Find out what others are doing with their digital engagement offer and how fresh approaches are working.
- **Sovereign's** Aasia Nisar sharing 'The Deal' their new way to target interventions in communities to leave lasting effects.
- **Linking community research, engagement and insight.** Adopting qualitative approaches that really inform.
- **Scrutiny success** - Demonstrating the impact of your scrutiny activities with **Estuary HA** Performance and Customer Engagement Manger Janice White

AM/PM split yet to be confirmed.

- 3:30pm** **Conference Closes**