

## Chief Officers' Conference

Thursday 5<sup>th</sup> and Friday 6<sup>th</sup> March 2020  
Scarman Conference Centre, University of Warwick

### Programme

#### Day 1 – Thursday 5 March

**10:30** Registration and networking refreshments

**11:00** Welcome and opening remarks

Chair: **Laurice Ponting**, Chief Executive, HouseMark  
**John Bibby**, Chief Executive, ARCH and **Eamon McGoldrick**,  
Managing Director, NFA

**11:10** Social Housing Green Paper – where next?

Consultation on the Green Paper closed in November 2018 and we await the government's response. In this opening session we will explore, with the MHCLG, what this will mean for stock retained councils and Almos.

- Action plan
- Update on resident engagement
- Indication on what the Decent Homes Standard may look like

Including time for Q&A

**Lucy Hutton**, Policy Lead Safe and Decent Homes, Ministry of Housing, Communities & Local Government (MHCLG)

**11:40** Regulatory compliance: what should councils and ALMOs be doing?

Recent Regulatory Notices published by the Regulator of Social Housing have concluded that a number of councils have failed to comply with the consumer standards, particularly in relation to the management of health and safety. This presentation will take a look at what went wrong, and what stock retained councils and ALMOs should be doing to ensure compliance. Angela and Anna will also touch on the future regulatory landscape and what it might mean for Councils and ALMOs.

**Angela Holden**, Senior Advisor, Investigation and Enforcement and **Anna Furlong**, Head of Regulatory Framework, Regulator of Social (RSH)

#### The role of the Housing Ombudsman

The handling of complaints featured heavily in tenant responses to the Green Paper, and the government have already promised to improve consumer redress in housing. We will hear from Richard,

what this means for the role of the Ombudsman in the future.

**Richard Blakeway**, *Housing Ombudsman*

**Followed by 20-minute Q&A panel session**

**13:00**

**Networking lunch**

Served in the restaurant

**14:00**

**Building a Safer future – the role of social landlords**

Following the Hackitt Review, the government's consultation paper "Building a Safer Future" set out a radical new agenda for the construction and management of high-rise residential buildings and others. Our speakers will help us explore what these new responsibilities will mean for social landlords.

Including 20-minutes Q&A

*Ministry of Housing, Communities & Local Government (MHCLG)*  
(Invited)

**Ian Doolittle**, *Consultant* and **Rebecca Rees**, *Partner*, *Trowers and Hamlins LLP*

**15:00**

**Networking refreshment break**

**15:30**

**Housing Management good practice**

In the first part of this session Chloe and Eamon will summarise key findings of the NFA report 'Managing to Make a Difference'. The report explores the rich resource of its members' ground-level and frontline experiences of social housing management and aims to kickstart a conversation with government and the wider social housing sector about what good housing management should look like. They will also highlight a number of good practice case studies and outline their key requests to government.

As two of the councils invited to become early adopters of the recommendations proposed in the Hackitt Review of building safety, a scheme intended to ensure that the culture change surrounding high-rise building safety begins as soon as possible, Rob and Brian will provide us with an insight into their initial impressions of the scheme so far and where their councils are currently.

**Including 20-minute Q&A panel session**

**Chloe Fletcher**, *Policy Director* and **Eamon McGoldrick**, *Managing Director*, *NFA*

**Rob James**, Acting Director for Neighbourhoods, Birmingham City Council and **Brian Reilly**, Director of Housing and Regeneration, Wandsworth Council

- 17:00**      **ARCH AGM**  
Chaired by **John Bibby**, Chief Executive, ARCH
- 17:00**      **ALMO's – current opportunities and challenges**  
**Eamon McGoldrick**, Managing Director, NFA
- 19:15**      **Networking drinks reception**
- 19:45**      **Networking dinner**  
Lakeside restaurant

## Day 2 – Friday 6 March

Breakfast served in the restaurant and bedroom check out

- 09:40**      **Chair's welcome (Day 2)**  
**Laurice Ponting**, Chief Executive, HouseMark
- 09:45**      **Using tenant feedback to shape services**  
Most social landlords regularly collect tenant feedback, but the majority feel they are not making best use of the results. In this session, Jonathan will use latest HouseMark data and research to help you understand your tenant feedback and how to use it to drive improvements.  
  
Including time for Q&A  
  
**Jonathan Cox**, Deputy Director of Business Intelligence, HouseMark
- 10:25**      **Where next for council housing**  
Theresa May promised “a new generation of council housing” but is the new government wedded to this promise. We will hear the latest from the MHCLG on government policy towards social housing.  
  
Including 30-minutes for discussion and Q&A  
  
**James Hood**, Deputy Director, Local Authority Housing and Right To Buy, Ministry of Housing, Communities & Local Government (MHCLG)
- 11:25**      **Networking refreshment break**
- 11:45**      **George Clarke's Council Housing Scandal**  
In our closing session, Jon will provide an insight into how George Clarke's team are seeking to spur the government to build more council housing and how they plan to create well designed, low-

carbon homes and communities by building a new “forward-looking” council housing development.

**Jon Sawyer**, *Advisor to George Clarke’s Council Housing Scandal Campaign*

**12:30**

**Conference close**

A summary of the key issues drawn from the conference and an overview of the impact these issues will have for ARCH, NFA and HouseMark members.

**Laurice Ponting**, *Chief Executive, HouseMark*

**John Bibby**, *Chief Executive, ARCH*

**Eamon McGoldrick**, *Managing Director, NFA*

**12:45**

**Networking lunch prior to departure**