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# Housing Governance 2020

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**Conference and Exhibition**

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10 July |  #NHFVirtual event

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**NATIONAL  
HOUSING  
FEDERATION**

# Agile governance in a complex environment

**In times of crisis, it's crucial to develop a strong and agile governance team to instil stability and confidence.**

So, we're evolving our Housing Governance conference into a dynamic virtual event for 2020 to provide you with key updates, up-to-the-minute case studies and the platform to swap and share your reflections on your organisation's approach to the coronavirus outbreak.

We've designed a fresh agenda, packed full of expertise, to help you understand where you can make those changes, big or small, to improve your governance, drive operational efficiency and build trust with residents.

And for board members, we've introduced more content tailored to enable you to explore strategic governance areas in greater depth.

## New this year

- Exchange ideas and lessons learnt during the coronavirus crisis through peer-to-peer roundtables.
- Learn more about the opportunities that digital tools can bring to your organisation.
- Governance fundamentals: for people who are new to governance in housing associations or would like a refresher on crucial topics.
- Determine how best to continue to develop and implement your business continuity strategies.
- Collaborative networking discussions on regulation and compliance, risk and assurance, and board development and agile working.

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**This conference is CPD accredited**



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 **#NHFVirtual event**

### What is an #NHFVirtual event?

**#NHFVirtual events are just like our sector-leading conferences that you know and value, with live speakers, rooms for interactive debate and coffee breaks to catch up with colleagues – but streamed live to your browser.**

- Live speaker Q&As
- Panel discussions
- Facilitated group roundtables
- Catch up with peers
- Share your ideas, discuss challenges and unpick key topics with speakers and colleagues
- Meet with expert partners in the virtual exhibition

# Programme Friday 10 July 2020

## 09:00 Chair's opening remarks

**Zoe Ollerearnshaw**, Group Company Secretary, **Hyde Housing**

## 09:10 View from the regulator: updates in this new operating environment

Hear the regulator's response to the coronavirus crisis and changes to the regulatory approach during these unprecedented times.

**Fiona MacGregor**, Chief Executive, **Regulator for Social Housing**

## 09:45 Short break

Take a few minutes to grab drink, visit the virtual exhibition or take a break from your screen.

## 09:55 Panel discussion

### Demonstrating agile leadership in times of crisis

- Capture the collective expertise around the boardroom: foster stability and embrace change.
- A forward-looking approach to better oversee, challenge and nurture current and future models.
- A commitment to transformation, experimentation and practice: small changes, big impact.

**Steve Douglas CBE**, Chief Executive, **St Mungo's** (from 1 July 2020)

**Linda Nash**, Chair, **LiveWest**

**James Tickell**, Partner, **Campbell Tickell**

**Baroness Diana Warwick**, Chair, **National Housing Federation**

## 10:35 Networking break and meet the exhibitors

Chat to fellow delegates one-to-one, take part in discussion boards or have a look around the virtual exhibition.

11:05 - 11:40

### In conversation with

#### Health and safety compliance: minimise risk and instil confidence

- What does a robust compliance system look like?
- How to get board assurance and strategic oversight.
- Determine and prioritise areas to aid when managing risk.
- Tips for effective reporting.

**Keith Bevan**,  
Chair of Audit and Risk Committee,  
**South Lakes Housing**

**John Mansergh**,  
Director of Business Assurance,  
**South Lakes Housing**

### In conversation with

#### Meet the Together with Tenants panel

Together with Tenants is a sector-wide initiative, which aims to build stronger, more trusting relationships between housing associations and residents. Find out how the Tenant Advisory Panel have been driving this work forward and why housing associations should adopt the Together with Tenants approach, putting residents at the heart of their decision making.

**Valerie Oldfield**,  
Chair of Tenant Advisory Panel,  
**Together With Tenants**

**Rev James Olanipekun**,  
Tenant Advisory Panel Member,  
**Together With Tenants**

**Janet Boston**,  
Tenant Advisory Panel Member,  
**Together With Tenants**

### Panel discussion

#### Governance: a driver for equality, diversity and inclusion?

It is clear that the housing association sector is not diverse enough when it comes to leadership and governance positions. As a sector of community based organisations, we all know we have a responsibility to reflect the people we serve and to deploy the talent we need to help us thrive. Join us in conversation with members of the NHF's national Equality, Diversity and Inclusion in Housing group, as we discuss what role governance should play in improving diversity in housing associations' businesses.

**Tahir Idris**,  
Equality & Diversity Manager,  
**Together Housing Group**

**Anita Khan**,  
Executive Director of Customer Services,  
**settle**

11:05 – 12:05

Limited availability

### Roundtables RT1

#### Examine how boards have managed the coronavirus crisis and the role of the board in the recovery process

**Maureen Hopcroft**,  
Board Member,  
**Salvation Army Housing Association**

**Alison Inman**,  
Board Member,  
**Colne Housing Society and Saffron Housing Trust**

**Alan Lewin**,  
Board Member,  
**Hundred Houses**

**Debbie Roche**,  
Vice Chair,  
**Plymouth Community Homes**

13:00 – 13:40	13:00 – 14:00 Limited availability		
<p><b>Case study</b></p> <p><b>The company secretary as the agent for change</b></p> <ul style="list-style-type: none"><li>• How is the role evolving in the sector?</li><li>• Promoting the importance of governance.</li><li>• Pioneering new ways of working and finding innovative solutions to familiar problems.</li></ul> <p><b>Gemma Burton-Connolly</b>, Company Secretary, <b>Radian Housing Group</b></p> <p><b>Sarah Greenhalgh</b>, Senior Associate, <b>Bevan Brittan</b></p>	<p><b>In conversation with</b></p> <p><b>Modern age In-Depth Assessments (IDAs): resilient, robust and virtual</b></p> <ul style="list-style-type: none"><li>• Learn more about online IDAs.</li><li>• Hear how Salix Homes approached their IDA during lockdown and what they learnt from their experience.</li></ul> <p><b>Grainne Heselwood</b>, Chair, <b>Salix Homes</b></p> <p><b>Lee Sugden</b>, Chief Executive, <b>Salix Homes</b></p> <p><b>Kelsey Walker</b>, Director, <b>Housing Consultancy, Savills</b></p>	<p><b>Panel discussion</b></p> <p><b>Getting serious about Environmental, Social and Governance (ESG)</b></p> <ul style="list-style-type: none"><li>• Why is ESG so important?</li><li>• What are boards doing to get to grips with the issues and who is accountable?</li><li>• An investor perspective on ESG and why it matters.</li><li>• Affordability of ESG criteria.</li></ul> <p><b>Mark Davie</b>, Director Fixed Income &amp; Head of Social Housing, <b>M&amp;G Investments</b></p> <p><b>Sarah Forster</b>, Chief Executive Officer, <b>The Good Economy</b></p> <p><b>Will Ray</b>, Head of Sustainability, <b>Clarion Housing</b></p>	<p><b>Roundtables RT2</b></p> <p><b>Practical lessons in crisis management and disaster recovery</b></p> <p>Reflect on crises and emergencies that may emerge following the coronavirus pandemic and explore strategies to deal with them.</p> <p><b>Tim Coolican</b>, Partner, <b>Anthony Collins Solicitors</b></p> <p><b>Alison Inman</b>, Board Member, <b>Colne Housing Society and Saffron Housing Trust</b></p> <p><b>Victoria Jardine</b>, Partner, <b>Anthony Collins Solicitors</b></p> <p><b>Olu Olanrewaju</b>, Associate Director, <b>Altair</b></p>



“This conference is an absolute must for those of us working in housing governance. I always come away in awe of my colleagues who have taken the time to open my mind to different ideas and opportunities.”

**Deputy Company Secretary, Town & Country Housing**

### 13:40 **Networking break and meet the exhibitors**

Chat to fellow delegates one-to-one, take part in discussion boards or have a look around the virtual exhibition.

### 14:10 **In conversation with**

#### **Managing risk and assurance: learnings from coronavirus and next steps**

- The role of the board.
- Lessons learned from emergency planning and disaster recovery.
- Best practices for linking risks to your business plans.
- Getting risk maps right – how to spot gaps and weaknesses.

**Brigid Burbridge**, Governance Director & Company Secretary, **Trafford Housing Trust**

**Gordon Perry**, Director, **ARK Consultancy**

### 14:45 **Short break**

Take a few minutes to grab drink, visit the virtual exhibition or take a break from your screen.

### 14:55 **Panel discussion**

#### **A new era for trust: embedding resident voice within governance**

- Empowering residents to hold your organisation to account.
- How this works in practice: translating residents' voices into governance arrangements.
- If you don't listen to residents, how good is your governance?
- Involving residents in post-coronavirus recovery and ensuring your plans focus on residents' needs.

**Jenny Dykes**, Board Member and Tenant, **Sovereign**

**Lewis Holloway**, Resident Engagement and Scrutiny Specialist, **Accent**

**Hattie Llewelyn-Davies**, Chair, **PA Housing**

**Richard Wilkinson**, Resident Board Member, **Accent**

### 15:40 **Chair's closing remarks and end of the conference**

## Pre-event content

 ON DEMAND

**We'll be releasing a couple of pre-recorded sessions as part of the conference package that you can access ahead of the event.**

→ **Recovering from a governance downgrade: the journey of Saffron Housing**

**Amanda Ashley-Smith**, Governance Director, **Saffron Housing Trust**

→ **Modern age IDAs: resilient, robust and virtual**

**Grainne Heselwood**, Chair, **Salix Homes**  
**Lee Sugden**, Chief Executive, **Salix Homes**  
**Kelsey Walker**, Director, **Housing Consultancy, Savills**

## Housing governance fundamentals

 ON DEMAND

**Are you new to the housing sector or to a governance role? Access a library of content to help you get to grips with the basics of good governance in the housing sector.**

→ **How organisations will look, think, behave and act in a post-coronavirus world**

→ **Code of governance update**

→ **How to hold online remote AGMs**

→ **Data strategy and governance: understanding your responsibilities in protecting data and information**

→ **Financial risks and potential opportunities for housing in a post coronavirus world**

→ **Optimising board effectiveness through digital engagement**

# Meet the sponsors and exhibitors

**An essential part of conference attendance is the opportunity to connect with sponsors and exhibitors to explore services and solutions that can help your organisation deliver its mission and social purpose.**

At Housing Governance 2020, we've left plenty of time in the programme for you to browse the virtual exhibition, catch-up with leading suppliers, view product demonstrations, download additional content and find out more about their offer.



Pop by the virtual exhibition when it suits you or if you prefer to plan your day, contact the supplier directly to book an appointment.

## ARK Consultancy



ARK is a specialist consultancy dedicated to helping organisations get the most out of their business.

We deliver effective, tangible results through a wide range of services including asset management, development and regeneration, governance, skills enhancement and SROI.

We provide interim resources, research, housing management, procurement, finance and IT support.

**Contact: Sarah Williams**

**Email: [swilliams@arkconsultancy.co.uk](mailto:swilliams@arkconsultancy.co.uk)**

**Tel: 0121 515 3831**

**Website: [arkconsultancy.co.uk](http://arkconsultancy.co.uk)**

## Bevan Brittan

Bevan Brittan

Bevan Brittan is a UK-Top 100 national law firm providing a comprehensive range of legal and advisory services to over 800 businesses, as well as being a market-leading firm within housing, local and central government and health and social care. Contact our award-winning team to gain commercial, corporate, property, regulatory, employment and litigation legal advice.

**Contact: Sarah Greenhalgh**

**Email: [Sarah.Greenhalgh@bevanbrittan.com](mailto:Sarah.Greenhalgh@bevanbrittan.com)**

**Tel: 0370 194 5054 0750 000 5219**

**Website: [www.bevanbrittan.com/housing](http://www.bevanbrittan.com/housing)**

**Sponsorship  
and exhibiting  
opportunities**

Sponsor or exhibit at Housing Governance 2020 to position your brand at the forefront of social housing.

For more information please contact Julian Hurst at Foremarke Exhibitions.



**[julian.hurst@foremarke.uk.com](mailto:julian.hurst@foremarke.uk.com)**



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# Learn.

# Connect.

# Refresh.

**#NHFVirtual is here.**

**NHF events are back and going virtual, with the very latest insight, debate and information you need to come through this crisis.**

**10 July**

**Housing  
Governance  
Conference and  
Exhibition 2020**

**14 July**

**Treasury  
in Housing  
Conference and  
Exhibition 2020**

**10 September**

**Fundamentals  
of Service  
Charges 2020**

**17 September**

**Leaseholder  
and Tenant  
Service Charges  
2020**

**13 October**

**Affordable  
Home  
Ownership  
Conference  
2020**

**14-15 October**

**Asset  
Management  
& Maintenance  
Conference &  
Exhibition 2020**

**4-5 November**

**National  
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**Housing Governance 10 July 2020**

 #NHFVirtual event

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## Delegate 2

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Job Title .....

Organisation: .....

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## Delegate 3 - Half price

Name: .....

Job Title .....

Organisation: .....

Delegate Email .....

Delegate Tel: .....

### Where did you hear about the conference?

- Letter/leaflet from the Federation  Email  Search engine  Employer/colleague  Twitter  
 Phone call from the Federation  Federation external affairs manager  Other (please specify)

## Delegate Fees

- Member £245  Not for profit/Public sector £270  Private Sector £345

## Payment

- I understand that payment must be made at the time of booking. Total payment £ .....
- I would like to pay by INVOICE and my Purchase Order is below. (This must be completed)
- I enclose a cheque payable to the National Housing Federation.
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National Housing Federation bank account details are: Lloyds, Kings Cross Branch, 344 Grays Inn Road, London, WC1X 8BX  
Sort Code: 30-94-73 Account No. 00113238
- If you would like to pay by debit/credit card please tick this box and we will contact you to take payment.

### ALL CANCELLATIONS MUST BE MADE IN WRITING.

Cancellations will be charged a £100 cancellation fee per person. The full fee is payable for any cancellations received after 12 June 2020.

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DISCLAIMER: This programme is correct at the time of going to press. In the event of one or more of the advertised speakers being unable to attend, for reasons beyond the control of the conference organisers, we reserve the right to make alterations or substitutions to the programme as deemed fit. All timings are provisional and may be subject to change. Views expressed by speakers are their own. The National Housing Federation disclaims any liability for advice given or views expressed by any speaker at the event or in notes or documentation provided for the delegates.