

SCOTLAND'S
 **HOUSING
 FESTIVAL**
 HOME AT THE HEART 2019



Chartered
 Institute of
 Housing

12 & 13 March 2019
 SEC, Glasgow
 #housingfestival

MAIN STAGE

- Lomond Auditorium

Tuesday 12 March 2019

08:30	Event registration and exhibition viewing	
9.30	CIH Scotland welcome Esther Wilson , chair, CIH Scotland Board Main stage chair: Pennie Taylor , journalist	
09:45	Keynote address Kevin Stewart , minister for local government, planning and housing	Sponsored by:  Wheatley Group
10:00	Keynote debate: What does a 21st century housing provider look like? The world is changing and so is the role of the sector. In this session, our expert speakers explore what 21st century housing providers should be doing to deliver high quality, affordable homes for everyone. Kevin Stewart MSP , minister for local government, housing and planning Terrie Alafat , chief executive, CIH George Walker , chair, Scottish Housing Regulator Jon Turner , chief executive, Link Group	Sponsored by:  Wheatley Group
11:00	Refreshments and exhibition viewing	
11:30	Side stage theatres open for breakouts	
12:30	Lunch and exhibition viewing	
13:30	Housing at the heart Jack Monroe , author and food poverty campaigner Jack is an award winning food writer and bestselling author who works with charities, food banks, schools and children's centres to teach people to cook and eat well on a low income. At this keynote Jack will talk about the politics of austerity, poverty and why the growth of food banks across the UK is a national shame.	Sponsored by:  Wheatley Group
14:30	Side stage theatres open for break outs	
15:30	Refreshments and exhibition viewing	
16:00	Economy keynote Douglas Fraser , business and economy editor, BBC Scotland Douglas Fraser has been business and economy editor at BBC Scotland since October 2008 and was previously political editor at The Herald and at Sunday Herald. Ahead of our departure from the EU, Douglas will discuss the current political and economic context, and the implications of BREXIT, as well as exploring the public spending challenges facing the UK and Scotland.	Sponsored by:  Wheatley Group
17:00	TC Young Exhibition Drinks Reception Join us in the exhibition hall after the conference sessions close for networking drinks from our prosecco and craft ale van, with entertainment from the Pantasy Steel Band.	Sponsored by:  tc young solicitors effective legal solutions
18:00	Close of day one	
19:00	Civic Reception courtesy of The Rt Hon The Lord Provost of Glasgow Welcome: Bailie Jacqueline McLaren pre-dinner drinks	
19:30	Aico housing festival conference dinner, with CIH president Jim Strang	Sponsored by:  aico

TUESDAY BREAKOUT SESSIONS



People at the heart theatre - Alsh suite

Sponsored by:

	Morning session
11:30 - 12:30	<p>Young people at the heart of housing policy</p> <p>Young people need to be involved in decision making to help shape the future delivery of housing and services but young people are not a homogenous group with the same views, priorities or aspirations. Come and hear how young people are co-producing services, providing leadership and getting their voices heard in the housing sector.</p> <p>Evie Copland, theatre chair, CIH Scotland board member Lesley McVeigh, strategic land and planning manager, Taylor Wimpey West Scotland Fiona Steel, operational director, children services, Action for Children Riana Jones, service user and expert by experience, Action for Children Lindsay Roches, performance and service improvement officer, Queens Cross Housing Association</p>
	Afternoon session
14:30 - 15:30	<p>Is housing a human right?</p> <p>If shelter is a human right why not create a national housing service to provide homes for those who have none? Come hear from our panel who will discuss the need and benefits of a change in legislation to give everyone the right to a warm affordable home.</p> <p>Keith Anderson, theatre chair, CIH Scotland board member Tony Cain, policy manager, ALACHO Judith Robertson, chair, Scottish Human Rights Commission Heather Ford, tenant representative, West Cromwell, Citadel and Persevere Courts Residents Association</p>



Places and people theatre - Boisdale suite

	Morning session
11:30 - 12:30	<p>Ah Vienna! Social renting as a life choice</p> <p>In Vienna, recently voted the most liveable city in the world, 60% of the population live in subsidised housing. Is this a model that Scotland should be looking to replicate? Home ownership is still the aspiration for most people - would significantly increasing the supply of affordable rented housing come at a cost of reducing home ownership and could we make that change?</p> <p>Jim Hayton, theatre chair, CIH Scotland board member Karin Ramser, CEO, Wiener Wohnen (Vienna's Municipal Housing Co) Michaela Kauer, joint coordinator, European Housing Partnership</p>
	Afternoon session
14:30 - 15:30	<p>What is the future of placemaking?</p> <p>When most people think about a new home, whether they are renting or buying, their options are usually limited to what is already available on the market - but should we be encouraging people to have more of a say in the design of their homes and the way they live together? Is it time to start thinking about housing development and place making in a new, more inclusive way?</p> <p>Sandra McLeod, theatre chair, CIH Scotland board member John McNairney, chief planner, Scottish Government Alastair Parvin, co-founder, Wiki House Stephen Tolson, Penington Co-Housing</p>

TUESDAY BREAKOUT SESSIONS



The day job theatre - Dochart suite

Sponsored by:

Morning session

11:30 -
12:30

Tenants at the heart of cultural change

We know that customer engagement is at the heart of providing good services - but in an increasingly digital world, are we keeping up with how people want to communicate? In this session, the Democratic Society will present findings from its newly published research, Democracy Begins at Home, setting out innovative engagement techniques from across the world and Wheatley Group will lead a discussion on what the findings mean for its tenants and customers and the wider housing sector.

Ashley Campbell, theatre chair, policy and practice manager, CIH Scotland

Kelly McBride, director (Scotland), The Democratic Society

Elaine Melrose, group director of resources, Wheatley Group

Afternoon session

14:30 -
15:30

Everything you ever wanted to know about private renting but were afraid to ask

As more social landlords branch out, providing homes and services to private tenants, and as the private rented sector is becoming increasingly regulated, there may be much that each can learn from the other. This will be an opportunity to discuss the new private tenancy, ensuring high standards, professional challenges and working cross sectorally.

Mike Campbell, theatre chair, CIH Scotland board member

John Blackwood, chief executive, Scottish Association of Landlords

Carolyn Hirst, housing mediation development worker, University of Strathclyde

Mike Bruce, chief executive, Weslo Housing Management



Innovation theatre - Carron suite

Morning session

11:30 -
12:30

Tackling fuel poverty

Despite significant investment and a target to eradicate fuel poverty by 2016, 25% of households in Scotland are still living in fuel poverty. The Scottish Government has now introduced a Bill to set a new target for reducing fuel poverty and is consulting on new energy efficiency standards for social housing - EESSH2. This session will explore some innovative projects that are improving the energy efficiency of homes in urban and rural settings across Scotland.

Sue Shone, theatre chair, CIH Scotland board member

Ian Hutchcroft, innovation director, Energiesprong UK

Robert Leslie, energy officer, Orkney Housing Association

Chris Morgan, director/architect, John Gilbert Architects

Afternoon session

14:30 -
15:30

Securing your systems

Jason Hart is an ethical hacker who provides advice and guidance around the world to global companies including BBC, ITV, CNN and Fox News. A founder and visionary of some of the leading security solutions and packages including cloud based security authentication services, come along and hear Jason talk and find out how you can improve the security of your systems and data.

Phillip Morrison-Gale, theatre chair, CIH Scotland board member

Jason Hart, ethical hacker

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MAIN STAGE

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Wednesday 13 March 2019

08:30	Event registration and exhibition viewing	
09:30	CIH Scotland welcome Main stage chair: Pennie Taylor , journalist	
09:40	Presidential Address Jim Strang , president of CIH	Sponsored by:  Wheatley Group
10:00	Eradicating child poverty: housing at the heart If child poverty is to be eradicated, we need to address both the levels of stock as well as the quality of housing to ensure every child grows up in a decent home. This session will hear from JRF chief executive Campbell Robb who will reflect on the Scottish Government's ambition to end child poverty in Scotland and the role that housing has to play in making this vision a reality. Campbell Robb , chief executive, Joseph Rowntree Foundation Aileen Campbell MSP , cabinet secretary for local government and communities	Sponsored by:  Wheatley Group
11:00	Refreshments and exhibition viewing	
11:30	Side stage theatres open for breakouts	
12:30	Lunch and exhibition viewing	
13:30	Customer service at the heart of housing The relationship between landlord and tenant is constantly evolving, but can it ever be a traditional customer relationship or does being a landlord mean doing things differently? What can housing organisations learn from other sectors which have transformed the way they work to meet the needs of their customers? In this session Linda Moir, Virgin Atlantic's former director of customer service and the woman who headed up the event services for London 2012, gives crucial lessons on customer service. Linda is a motivating speaker who will make you think differently about how service leads to growth and development. Linda Moir , former director of customer service, Virgin Atlantic and head of event services, London 2012 Olympic Games	Sponsored by:  Wheatley Group
14:30	Side stage theatres open for break outs	
15:30	Refreshments and exhibition viewing	
16:00	Debate: How do we move to rapid rehousing? The Housing and Rough Sleeping Action Group recommended that the housing sector needs to move towards a model of rapid rehousing with Housing First to effectively tackle homelessness. Local authorities across Scotland have now set out their five year transition plans but how will these be put into practice? While we have a lack of affordable housing, will this create a conflict between trying to move people out of temporary accommodation more quickly and making sure people get the home they need in the right location? What about the needs of others on waiting lists for social housing? In this session we will get an update on progress towards rapid rehousing and Housing First and explore some of the challenges that lie ahead. Patrick MacKay , operations manager, Turning Point Scotland Marion Gibbs , team leader - homelessness, Scottish Government John Mills , head of housing, Fife Council Anna Evans , director, Indigo House	Sponsored by:  Wheatley Group
16:55	Closing remarks Esther Wilson , chair, CIH Scotland Board	
17:00	End of day two	

WEDNESDAY BREAKOUT SESSIONS

People at the heart theatre - Alsh suite

Sponsored by:



Morning session

11:30 -
12:30

Make a Stand: what housing can do to support victims of domestic abuse

CIH is leading a campaign to get all UK housing organisations to put policies in place to support victims of domestic abuse. Why is this so important and how can we affect long-term and meaningful change?

Callum Chomczuk, theatre chair, national director, CIH Scotland

Marsha Scott, chief executive, Scottish Women's Aid

Jim Strang, president of CIH

Karen Allan, access to housing and support services lead officer, City of Edinburgh Council

Afternoon session

14:30 -
15:30

Our ageing future: planning for an ageing population

We know that ageing is one of the biggest challenges facing the housing sector. As we all live longer, we need to deliver sustainable and adaptable accommodation and services to ensure people can live well and maintain their independence for as long as possible. Is the sector meeting this challenge?

Paul Murphy, theatre chair, CIH Scotland board member

Angela O'Brien, head of housing and independent living team, scottish government

June Wylie, head of unit with ihub improvement support directorate, Healthcare Improvement Scotland

Simon Fitzpatrick, strategic development director, Blackwood



Places and people theatre - Boisdale suite

Morning session

11:30 -
12:30

Hitting the target but missing the point?

We all agree there is a need to deliver more affordable homes, but we also need to ensure that we are building the right homes in the right places. Come and hear from our panel on whether the government's 50,000 affordable homes programme is adequately addressing the need that exists in Scotland.

Gary Dalziel, theatre chair, vice-chair, CIH Scotland board

Fiona King, national campaigns and policy manager, Shelter Scotland

Susie Fitton, policy officer, Independent Living in Scotland

Professor Ken Gibb, director, UK Collaborative Centre for Housing Evidence

Afternoon session

14:30 -
15:30

Housing led regeneration

Revitalising unused land brings about regeneration and renewal and helps build community capacity. How are housing organisations leading on this and what more can be done? This session provides an update on the work of the Vacant and Derelict Land Commission and looks at examples of housing led regeneration from across Scotland.

John Kerr, theatre chair, CIH Scotland board member

Helen McDonald, Ulva Ferry Housing Project

Sarah Boyack, head of public affairs, SFHA

Gary Craig, housing improvement manager, East Ayrshire Council

WEDNESDAY BREAKOUT SESSIONS



The day job theatre - Dochart suite

Sponsored by:

Morning session

11:30 -
12:30

Using nudge theory to influence behaviour

Find out how behavioural insights can help you cut rent arrears, deal with the roll-out of Universal Credit, manage demand for your repairs service and accelerate digital take-up.

Graeme Hamilton, theatre chair, CIH Scotland board member

Anna O'Halloran, social housing behavioural insights and behaviour change consultant

Afternoon session

14:30 -
15:30

Frontline futures

The day job for housing professionals is changing all the time and we continually need to find new and better ways to engage with service users. This hands-on session will provide a preview of CIH Scotland's updated Frontline Futures development programme which aims to support people to develop the skills, experience and resilience they need now and in the future.

Bryony Willett, theatre chair, CIH Scotland board member

Melys Phinnemore, development and OD partner

Dorothy Bulmer, development and OD consultant



Innovation theatre - Carron suite

Morning session

11:30 -
12:30

Magic show

What if we could show you how to make Universal Credit rent arrears disappear before your very eyes using just the power of thought and maybe a little bit of magic? Is it a trick, or just some very creative thinking? In this session, Martin Polhammer, chief executive of East Lothian Housing Association (ELHA) will reveal how thinking the unthinkable has been combined with digital innovation to create a very different reality alongside Universal Credit and build a whole new relationship with tenants.

Esther Wilson, theatre chair, CIH Scotland board

Martin Polhammer, chief executive, East Lothian Housing Association

Afternoon session

14:30 -
15:30

Public health reform: housing at the heart

Improving public health will require a whole system approach and housing has a crucial contribution to make to both strategic vision and operational activity. Come and hear from our experts who will set the scene for housing's contribution to improving health and tackling health inequalities, and the role of innovation in housing, from place standards to new technology, in addressing these challenges.

Eibhlin McHugh, theatre chair, co-director of the executive delivery group, Public Health Reform, Scottish Government

Clare Mailer, head of housing, Perth and Kinross Council

Dr Linda de Caestecker, director of public health, NHS Greater Glasgow and Clyde

Johnny Cadell, principal architect, Architecture and Design Scotland