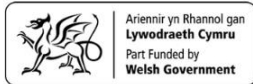




# National Tenant Engagement Conference 2024

13th / 14th November

With thanks to our year-round sponsors:



## Conference Programme\*

### Optional Additional Night – Tuesday 12 November 2024

Time	Session
4.00pm - 5.00pm	Registration for Conference and Hotel
5.00pm – 5.45pm	TPAS Cymru's AGM
7.00pm	Informal Dinner followed by our Fun 'Pub Quiz'!

### Wednesday 13 November 2024

Time	Session
8.45 – 10:30am	Registration for Conference

**Welcome to Conference – Setting the Scene**  
David Wilton, TPAS Cymru CEO & Tenants

### Opening Conference – Carmen Smith, Baroness Smith of Llanfaes



**Carmen Smith** became the youngest member of the House of Lords when she was appointed earlier this year. Despite her rapid rise in politics and public life, a political career was not always on the cards. Growing up on a council estate in Llanfaes, a small village in north Wales, she didn't have any interest in politics until she was about 15 years old. So, what changed and what are her thoughts on some of Wales' key issues including housing, equality and democracy?

# The Big Opening Panel Debate

## Sharing insights & ideas from across the 4 nations

Housing, Tenant Engagement, and Tenant Voice are top priorities not just in Wales but across the UK, and each nation has its own unique approach. What can we learn from these different experiences across the 4 nations? Join us as our panel of experts share their insights and innovative ideas.

### Speakers:

Jacqueline Norwood, TPAS Scotland

Jenny Osbourne, Tpas England

Aidan Kearney, Supporting Communities Northern Ireland

David Wilton, TPAS Cymru

12.00pm-  
1.15pm

### Lunch

Refreshments & Networking

## Workshop Session A: Your choice of workshop sessions

**A1**

### Shaping the Future of Housing: Exclusive Policy Insights and Empowerment for Tenants in Wales

Join us for an electrifying event where you'll get exclusive insights from three of Wales's most influential housing policy experts:

- **Rhea Stevens** – Community Housing Cymru (CHC)
- **Robin White** – Shelter Cymru
- **Cerys Clark** – CIH Cymru

Discover the latest policy updates that will directly impact tenants and landlords in Wales. Dive deep into the challenges and opportunities that lie ahead and learn how tenants can take an active role in shaping the future of housing. This is your chance to be at the forefront of change and make your voice heard! Don't miss out on this powerful opportunity to learn how to influence the policies that matter most.

**A2**

### Living with AI: Navigating the Next Frontier

As Artificial Intelligence (AI) technology continues to evolve at an unprecedented rate what could it mean for tenants & landlords?

In this session, we'll revisit the basics of AI, and then explore the cutting-edge capabilities of AI today, including new real-life examples of how AI is being integrated into various services and industries, improving efficiency, creativity, and the decision-making processes. We'll also explore the ethical considerations, privacy concerns, and the skills needed to stay ahead in an AI-driven world.

**Speaker: Martin Little**, TPAS Cymru

<p><b>A3</b></p>	<p><b>Meet the Regulator: The latest updates and news on the Regulation of Housing Associations in Wales</b></p> <p>Regulation of Housing Associations in Wales is undertaken by the Welsh Government to protect tenants and investment in housing. Come along to this workshop and hear from the Welsh Government regulation team.</p> <p>Find out how Regulation is working currently, what’s changing, what the Regulators are seeing and how regulation is protecting tenants.</p> <ul style="list-style-type: none"> <li>• <b>Speakers:</b> Senior Officials, Welsh Government regulation team</li> </ul>
<p><b>A4</b></p>	<p><b>Local Authorities, WHQS and Communications.... Simple!!</b></p> <p>Meeting the latest Welsh Housing Quality Standard (WHQS) for social housing homes is one of the biggest challenges facing social housing over the next decade. For repairs and housing teams from Local Authority Landlords, it involves having to find ways to engage with tenants, communities and stakeholders on this important subject. For some this is a challenge where LA communications resources, processes and controls don’t always align with what needs to be achieved. In this session we will explore challenges and solutions to effectively engage tenants.</p> <p><b>Contributors:</b></p> <ul style="list-style-type: none"> <li>• <b>Vicki Shenton</b>, Customer Engagement &amp; Marketing Manager, Denbighshire Housing</li> <li>• <b>To be confirmed</b> - Local Authority expert speaker</li> <li>• <b>David Wilton</b>, WHQS lead at TPAS Cymru</li> </ul>
<p><b>A5</b></p>	<p><b>A welcoming door for all - how we can tackle inequality in housing</b></p> <p>In this session we will learn about the housing inequalities faced by many tenants from ethnic minority backgrounds in Wales and find out about the systemic challenges, including discrimination and barriers to accessing quality housing they experience.</p> <p>So how should housing services, including tenant engagement, be more inclusive, ensuring that all tenants, regardless of race or ethnicity, are treated equitably? – we’ll share actionable recommendations and practical tools to tackle racism and promote fair and inclusive housing practices to encourage an environment where all tenants feel valued and supported.</p> <p><b>Speakers:</b> EYST Race and Housing Team</p>
<p><b>A6</b></p>	<p><b>Homes for heroes</b></p> <p>We all talk a lot about social housing but how much do we know about its history and how government policy has influenced the homes and landlords we have today?</p> <p><b>Wendy Dearden</b> from the Bevan Foundation will be joining us to lead an interactive session to test our knowledge and perhaps share a few things which we didn't know!</p>
<p>2.30pm - 3:15pm</p>	<p style="text-align: center;"><b>Refreshment Break</b></p>

## Workshop Session B: Your choice of workshop sessions

<b>B1</b>	<p><b>Better homes for Welsh tenants – what the new standards and safety legislation means for Tenants &amp; Landlords</b></p> <p>With the introduction of the new Welsh Housing Quality Standards (WHQS) and upcoming Building Safety legislation, housing associations and local authorities are facing new requirements for socially rented homes.</p> <p>Get the latest insights directly from Welsh Government officials on what these changes mean for tenants and landlords across Wales.</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"><li>• <b>Mike Corrigan</b> - Occupation Policy Lead, Building Safety Welsh Government</li><li>• <b>Darren Hatton</b> – Head of Housing Standards, Welsh Government</li></ul>
<b>B2</b>	<p><b>Tenant Voice: People &amp; Practice – what makes a 'Getting Involved Framework' work?</b> <b>Case study session</b></p> <p>Find out about the award-winning tenant engagement work happening at Grŵp Cynefin and the range of ways the tenants can be actively involved in shaping services, influencing decision making and playing a central role in the organisation.</p> <p>You'll also hear out about what makes their 'Cymryd Rhan/Getting Involved Framework' a real success, including how they support and encourage all tenants to have a voice and how they have been successful in attracting tenants to be involved</p> <p><b>Speaker:</b> Ffion Pittendreigh, Grŵp Cynefin</p>
<b>B3</b>	<p><b>Learning from England: New consumer standards in England – Regulation &amp; Tenant Voice</b></p> <p>New Consumer Regulation landed in England in April 2024 which has increased standards and expectations for tenant voice and influence. With the first regulatory judgments against those new standards now being published a clearer understanding of the scale of the challenge is emerging. But also, lots of good practice. So, what can Welsh housing learn from this new approach and insight?</p> <p>Hear from Jenny Osbourne, Chief Executive of Tpas in England, about the learning so far and what tenants think the new regulations will change to improve services and their homes.</p> <p><b>Speaker:</b> Jenny Osbourne, Tpas England</p>
<b>B4</b>	<p><b>Incentivising tenant &amp; community involvement: Value in the Vale</b> <b>Case study session</b></p> <p>The 'Value in the Vale' project is bringing people, organisations and businesses together to help enhance community connections, health, wellbeing and prosperity and includes a local rewards scheme to encourage people to get involved.</p>

	<p>Find out how the reward scheme operates, and how it is successfully incentivising people to volunteer in communities and to have their say in improving and designing services.</p> <p><b>Speakers:</b> Farida Aslam and Lianne Young, Vale of Glamorgan Council</p>
<b>B5</b>	<p><b>'The World's best rent setting policy':</b> Let's co-design it together!</p> <p>Social landlords in Wales can set rents using different models and approaches but they must do so within the rent policy set by Welsh Government (WG) So, what should be included in a rent policy set by WG and what should landlords consider when setting rents? What is important to you? Is it affordability? Value for money? Consultation with tenants? Property running costs?</p> <p>During this interactive workshop let's think positively about what a great rent setting policy should look like and co-design 'The World's best rent policy' together!</p> <p><b>Facilitators:</b> David Lloyd, TPAS Cymru &amp; Sam Evans, TPAS Cymru Associate</p>
<b>B6</b>	<p><b>Tell me what you want, what you really, really want!</b></p> <p>What do we want? Everything! When do we want it? Now!</p> <p>In this interactive discussion session, we will explore how we can improve social housing and our communities by hearing your thoughts on several key questions.</p> <ul style="list-style-type: none"> <li>• What could landlords and communities do better?</li> <li>• What needs promoting?</li> <li>• What needs more focus?</li> <li>• What needs to be left in the past?</li> </ul> <p>No expert knowledge is needed, just your lived experience of your home and community.</p> <p><b>Facilitators:</b> Eleanor Speer &amp; David Wilton, TPAS Cymru</p>
<b>4.30pm</b>	<b>Close of Day 1</b>
4.30pm – 5.15pm	<b>Optional extra fringe session – Details TBC</b>
7.00pm	<b>Conference Dinner followed by entertainment</b>

**DAY 2 ON NEXT PAGE > > >**

## Thursday 14<sup>th</sup> November 2024

Time	Session
8.30 – 9.30am	<b>Registration for Conference</b>
9.30 – 10.00am	<b>Day 2 Opening Session</b>
	<b>"Unveiling the 2024 Annual Tenant Pulse Survey: Be the First to Discover the Insights!"</b>  Join us for the exclusive launch of our 4 <sup>th</sup> Annual Tenant Pulse survey findings! Be the first to hear what tenants have said in our latest research and, dive into the key themes that have defined 2024. This is your chance to get ahead of the curve and understand the trends, challenges, and opportunities that will shape the future of housing. Don't miss out on this exciting opportunity to be in the know and make a difference!
<b>Workshop Session C: Your choice of workshop sessions</b>	
<b>C1</b>	<b>Meet the Ombudsman: Who we are, what we do, and what we don't</b>  This informative session will give you an overview of the Public Services Ombudsman in Wales (PSOW) who has the power to deal with housing related complaints. Find out more about their role, and the types of housing complaints they receive.  <b>Speakers:</b> <ul style="list-style-type: none"><li>● <b>Michelle Morris</b>, Public Services Ombudsman for Wales</li><li>● <b>Matt Harris</b>, Head of Complaints Standards Authority, Public Services Complaints Team</li></ul>
<b>C2</b>	<b>Tomorrow's World – What you need to know. Are you curious about the new technologies that are helping us achieve a greener future?</b>  As Wales works towards ambitious net-zero goals, exciting innovations are being developed to transform our homes and communities.  In this session, we will: <ul style="list-style-type: none"><li>● Explore six new technologies that are key to making our homes more sustainable and environmentally friendly.</li><li>● Understand the benefits and challenges of each technology, and how they can impact our everyday lives.</li><li>● Join in a lively discussion with other tenants and housing staff about what these changes mean for our communities.</li><li>● Vote for the technology you think will make the biggest impact and see what others choose</li></ul> You don't need to be a tech expert—just come with an open mind and a curiosity about the future. By the end of this session, you'll be ready to share what you've learned and be part of the movement towards a more sustainable world.  <b>Facilitators:</b> David Wilton & Akshita Lakhiwal, TPAS Cymru

<p><b>C3</b></p>	<p><b>Zentangling: Meditative drawing &amp; doodling</b> – have a try and find out what it is all about!</p> <p>Come along to this fun and informal workshop to try a fascinating meditative drawing and doodling activity and see where your creativity can take you! Zentangling art can help promote concentration and creativity and can increase your personal well-being too!</p> <p>Why not try it out and then perhaps use it as a fun and therapeutic way to consult with and share information with your tenants / community?</p> <p>P.S. you don't need any art experience, everyone's welcome to come and have a go!</p> <p><b>Hosts:</b> Wales and West Housing Tenants</p>
<p><b>C4</b></p>	<p><b>Living with AI: Navigating the Next Frontier</b></p> <p>As Artificial Intelligence (AI) technology continues to evolve at an unprecedented rate what could it mean for tenants &amp; landlords?</p> <p>In this session, we'll revisit the basics of AI, and then explore the cutting-edge capabilities of AI today, including new real-life examples of how AI is being integrated into various services and industries, improving efficiency, creativity, and the decision-making processes. We'll also explore the ethical considerations, privacy concerns, and the skills needed to stay ahead in an AI-driven world.</p> <p><b>Speaker:</b> Martin Little, TPAS Cymru</p>
<p><b>C5</b></p>	<p><b>The Art of Gathering Together</b></p> <p>If you're involved in any community activities, meetings, projects or events where you live, have you ever wondered where everyone else is? Or do you find that people come once and then you never see them again? There is a real art to helping people feel like something is for them, but the benefits can be huge! In this workshop we'll be exploring what it really means to be welcoming &amp; inclusive, along with sharing top tips for keeping people wanting to come back for more.</p> <p><b>Facilitator:</b> Sam Evans, TPAS Cymru Associate</p>
<p>11.15am – 12.00pm</p>	<p style="text-align: center;"><b>Refreshment Break</b></p>
<p><b>Workshop Session D: Your choice of workshop sessions</b></p>	
<p><b>D1</b></p>	<p><b>Bothered not bothered 2024? Back by popular demand!</b></p> <p>What actually matters to the housing community? In this session, our Tenant Jury want to hear YOUR views on topical subjects and ask you if these are important to you or not. So, it's your chance to have your say as we discuss issues tenants and landlords face every day.</p> <p>This is a fun, interactive session with new subjects; designed to highlight and spark discussion around some of the current challenges for tenants and landlords in social housing.</p> <p><b>Facilitators:</b> David Wilton &amp; Eleanor Speer, TPAS Cymru</p>

<p><b>D2</b></p>	<p><b>Repairs service: - DIY self-repair scheme</b>  <b>Case study session</b></p> <p>Find out about the scheme by ClwydAlyn Housing to help support residents to carry out their own minor repairs, enabling them to complete their own small fixes in their homes.</p> <p>How did residents influence this service? How is it working? What difference is it making?</p> <p><b>Speakers:</b>  Carl Taylor &amp; Louise Smith-Aldous, ClwydAlyn</p>
<p><b>D3</b></p>	<p><b>Hoarding</b></p> <p>Hoarding is a complex problem for social landlords and tenants, sometimes resulting in eviction and homelessness. It is time-consuming and costly for the landlord and traumatic for the tenant. During this workshop we will hear from Newport City Homes about how they deliver support to tenants using a more person-centred approach that benefits both tenants and landlords</p> <p><b>Speaker:</b> Deborah Fellows, Newport City Homes</p>
<p><b>D4</b></p>	<p><b>Homes, Health and Communities now and in the future</b></p> <p>What has gone before? What does the present look like? What do we want for the future?</p> <p>Hear about the fascinating findings of research carried out by Public Health Wales exploring the influence of current trends on our future social connections, our wellbeing and our communities.</p> <p>How will trends like changes in technology, demographics, how we work, democracy and civic engagement influence how we connect socially and live together. Find out what it could mean for your landlord and/or community.</p> <p>You'll also have a chance to explore your lived experience of homes in the past and present, and share ideas and your imagination to help create a future vision for the homes you want.</p> <p>(Public Health Wales is one of the 11 organisations which makes up NHS Wales. They are the national public health agency in Wales. They work to protect and improve health and well-being and reduce health inequalities for the people of Wales.)</p> <p><b>Speakers:</b> Public Health Wales</p>
<p><b>D5</b></p>	<p><b>10 Easy community activities you could (almost!) start tomorrow</b></p> <p>While many of us have the desire to make something positive or fun happen where we live, not having an idea to get going with or simply not knowing where to start can get in the way. This session will take you through 10 simple and low-cost ideas that you'll be raring to put into action – including trying one out for ourselves today!</p> <p><b>Facilitator:</b> Sam Evans, TPAS Cymru Associate</p>
<p>1.00 – 2.00pm</p>	<p><b>Lunch</b></p>



## Final Session: Designing solutions for our future together

### **A whole-home approach to tenant engagement**

Don't miss our final interactive session, where we will explore ideas and solutions on how to ensure that the values of tenant engagement and tenant voice are embedded across homes and communities in Wales.

Join us for this engaging and topical closing plenary session.

3.15pm

**Close of Conference and Depart**

*\*programme subject to alterations*