

**Housing Professionals Conference 25-26 Sept 2019**

**Apex Hotel, Dundee**

**Keynote Session 1: Wednesday 25th September @ 11.30am**

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| **Amazing ideas and examples to transform your digital participation and Community Engagement**  **David Wilton, CEO, TPAS Cymru** |

This session will look at how to widen your community and tenant engagement using simple but innovative digital techniques. This training will inspire you to think differently about how you use digital in your engagement plans.

It will cover but is not limited to social media, video, and some great community engagement tools to empower communities.

It’s fun, practical and contains clear usable examples from the housing sector and beyond. It has been delivered many times to a very positive response in Wales, England and NI and this is the first time it’s been delivered in Scotland.

**Wednesday 25th September @ 1.30pm**

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| **Positive Change: Communicating and leading change**  **Blue Sky Experience** |

Positive Change: Communicating and Leading Change will inform, challenge and enable delegates in their role of assisting customers to engage and lead change.

At a time of change in so many housing organisations, supporting those involved and affected by change is an increasingly vital role. Delegates working in groups will take ownership of different parts of the Change Process and explore:

 Types and drivers of change

 Why some resist change

 Leadership qualities

 Emotions and reactions

 Who holds the power?

 Communicating change

 Action planning

**Workshop Session 1: Thursday 26th September @ 9am & 10.15am**

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| **Workshop 1a: Rent setting and affordability**  **Aileen Muir, South Lanarkshire Council** |

The presentation will show how South Lanarkshire Council uses the SFHA/Housemark affordability tool with staff and tenants to understand the implications of proposed rent changes and kick off constructive conversations. It will provide information on how the council’s rents and affordability measures compare to other social landlords using a range of income types and household sizes.

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| **Workshop 1b: Participatory Budgeting and Housing – How’s and Whys**  **Alan Budge, PB Scotland** |

Participatory Budgeting (PB), where people vote directly on spending money in their communities, has gone from strength to strength in Scotland since 2014. Approaching 100,000 people have taken part in PB programmes in that time, with all 32 Local Authority areas having engaged in some form of PB. In the context of social housing, PB Partners have supported initiatives across the UK over a fifteen-year period, providing support to housing providers, Local Authorities and partners - for example where a percentage of refurbishment budgets have been allocated through a PB Process. This approach is being adopted in Scotland, for example in Aberdeen, where 100k has been allocated through PB for improvements to the Linksfield Estate.

This learning has been captured in a guide to PB and Social Housing, recently produced by PB Partners:

This presentation will provide an overview of the Guide, as well as offering practical insights into how best to develop the work further.

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| **Workshop 1c: Mentoring – what’s the point?**  **Maureen Watson & Amanda Skinner-Welsh, Scottish Mentoring Network** |

Because mentoring works!

High quality mentoring has the potential to:

* Increase tenant representative retention, add value to induction activity and encourage diversity in tenant representative recruitment;
* Aid succession planning by supporting the development of staff involved in tenant engagement, supporting returns to work and encouraging equality in the workplace;
* increase community engagement.

Find out how to run a successful mentoring project within your organisation and how Scottish Mentoring Network can help. Mentoring can work for you!

*Scottish Mentoring Network is a Scottish charity and a company limited by guarantee based in Glasgow. We are the membership organisation and intermediary for mentoring projects across Scotland.*

**Keynote Session: Thursday 26th September @ 11.30am**

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| **Getting Assurance**  **Michael Cameron, CEO, Scottish Housing Regulator** |

Social landlords will be making their first annual assurance statements by October this year. In this session Michael will discuss how landlords can get the assurance they will need to be able to make the statements, and how they should use feedback from tenants in that process.

**Thursday 26th September @ 12.15pm**

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| **Live Wire Theatre** |

**Workshop Session 2: Thursday 26th September @ 12.15pm**

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| **Workshop 2A: Promoting equality issues as part of consultation**  **Dr Stewart Montgomery, Montgomery Housing Services** |

Tenant participation and consultation are closely linked to a diverse range of equality issues, ensuring that consultation services are accessible to tenants and other customers.

So, this session will focus on two main themes:

* understanding how to mainstream accessibility elements into the consultation process; and
* ensuring that training is accessible to people taking part in consultation activities.

This session will encourage active discussion among participants of barriers to effective consultation and how awareness of accessibility issues can reduce such barriers.

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| **Workshop 2B: When governance goes right – the tenant journey**  **Stacy Angus, Osprey Housing Group** |

Stacy will be speaking about good practice relating to the key interlink between tenant engagement and governance to deliver best outcomes and assurance. The session will discuss when governance goes right and detail how you can support your governing body members to deliver great services. Stacy will take you through a tenant engagement journey based on their rent review process and how this intertwines with governance and service improvement

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| **Workshop 2B: Mindfulness for Well-Being**  **Martin Stepek, Ten for Zen** |

**De-stress. Feel better. Be happier.**

Martin Stepek, one of Scotland's most authentic and respected teachers of Mindfulness and published Author in the field, will join us to introduce you to Mindfulness and inspire you to a new Mindful life.

Mindfulness has been practiced around the world for thousands of years and many have felt huge benefits to their health and well-being including reducing stress and anxiety and increasing happiness. There is a large, ever growing, body of science confirming these benefits.

In this session, Martin will start by giving you a clear introduction to Mindfulness and the benefits to your well-being before explaining how you can use the tools of Mindfulness to improve your life including managing stress, anxiety and worry. Martin will then lead you in a guided practice offering you the opportunity to experience deep relaxation for yourself.

The goal of this talk is for you to leave with some simple tools and techniques which can help you change and improve all areas of your life with Mindfulness so you can relax, feel happier and enjoy life!