

Digital Housing

31st October 2018

08:30 - 09:30	Registration, refreshments, exhibition and networking
09:30 - 09:40	<p>Opening remarks from chair</p> <p><i>Phil Brown, Professor of Social Change; Director of the Centre for Applied Research in Health, Welfare and Policy (CARE); Director of the Sustainable Housing & Urban Studies Unit (SHUSU)</i></p>
09:40 – 10:00	<p>The power of positive provider-customer relations</p> <p><i>Chartered Institute of Housing {invited}</i></p> <ul style="list-style-type: none"> • Its potential to improve lives • Strengthen communities • Help vulnerable people • Improve the economic and social health of society
10:00 – 10:20	<p>The importance of developing a digital strategy</p> <p><i>Northern Housing Consortium {invited}</i></p> <ul style="list-style-type: none"> • The power of big data • Understanding the core tenets of effective data management • Identifying best practice across the sector • Implementing a strategy which suits your association
10:20 – 10:40	<i>Case Study to be delivered by: TBC</i>
10:40 – 11:00	Questions and discussion
11:00 – 11:30	Refreshments, exhibition and networking
11:30 – 12:00	<p>The social and business case for digital inclusion</p> <p><i>Good Things Foundation {invited}</i></p> <ul style="list-style-type: none"> • Defining and realising the socio-economic benefits for tenants • Understanding the financial value for your business • Measuring the benefits for both providers and tenants • Digital inclusion in the home as a means of furthering social mobility
12:00 – 12:10	Movement to seminars
12:10 – 12:40	proposed topics include: data management, mobile working and tenant engagement

SEMINAR A <i>Data management</i>	SEMINAR B <i>Mobile working</i>	SEMINAR C <i>Tenant engagement</i>
12:40 – 13:40	Lunch, exhibition and networking	
13:40 – 13:45	Movement to plenary	
13:45 – 14:15	<i>Case Study to be delivered by: TBC</i>	
14:15 – 14:45	<p>Case study: Welfare reform</p> <p><i>Nick Atkin, Chief Executive, Halton Housing</i></p> <p><i>In response to the changes brought about by Welfare Reform, Halton Housing Trust (HHT) established the Digital First initiative. Their CEO, Nick Atkin and his team, embarked on a radical realignment of the Trust which shifted the focus of their work from face-to face contact centres to digital means in order to ensure that changes associated with Welfare Reform have had a net nil impact on both the Trust and their customers.</i></p> <ul style="list-style-type: none"> • The digital first strategy • Welfare reform continues to be a major challenge for HA's and tenants • The means by which HA's can successfully manage the transition to universal credit and assist their tenants in managing this transition 	
14:45 – 15:15	Refreshments, exhibition & networking	
15:15-15:35	<p><i>The state of housing IT</i></p> <p><i>HACT {invited}</i></p> <ul style="list-style-type: none"> • The problems with housing data • The costs and risks falling onto our businesses and the opportunities we are missing as a result • And the ways in which we might start to put that right over time 	
15:35 – 16:05	<p>Panel discussion and audience Q&A</p> <p><i>Phil Brown, Professor of Social Change; Director of the Centre for Applied Research in Health, Welfare and Policy (CARE); Director of the Sustainable Housing & Urban Studies Unit (SHUSU)</i></p> <p><i>Nick Atkin, Chief Executive, Halton Housing</i></p> <ul style="list-style-type: none"> • How can we better promote the importance of IT in service delivery and its ability to improve the tenants' experience? 	

	<ul style="list-style-type: none"> • To what extent do tenants’ understand the usefulness of new IT technology that is currently available such as mobile technology? • What role can technology play in assisting tenants to communicate housing issues to the relevant authorities? • Are the opportunities presented by effective data management understood? Do housing associations have the necessary talent to take advantage of such developments? • What importance does the panel place on ensuring tenants become more financially, socially and digitally included through improving their digital skills? • How do we most effectively recognise best practice for assisting social housing tenants to get online and establish a digital housing sector to support important welfare reforms? • What is the role of technology in enhancing the tenant experience?
<p>16:05 – 16:10</p>	<p>Closing remarks from chair</p> <p><i>Phil Brown, Professor of Social Change; Director of the Centre for Applied Research in Health, Welfare and Policy (CARE); Director of the Sustainable Housing & Urban Studies Unit (SHUSU)</i></p>
<p>Close of conference</p>	