

# Digital Housing Conference 2018

Wednesday 31<sup>st</sup> October 2018

<b>08:30 - 09:30</b>	<b>Registration, refreshments, exhibition and networking</b>
<b>09:30 - 09:40</b>	<p><b>Opening remarks from chair</b></p> <p><i>Rowena Kirk, Strategic Director of Transformation, Rochdale Boroughwide Housing</i></p>
<b>09:40 – 10:00</b>	<p><b>Morning Keynote:</b></p> <p><b>Creating a Homes England Digital for a Digital Homes England</b></p> <p><i>Dominic Campbell, Interim Chief Digital Officer, Homes England and CEO, FutureGov</i></p> <ul style="list-style-type: none"> <li>• What does it mean to be a digital transformation team?</li> <li>• How do we create the Homes England for the 21st century?</li> <li>• Working together better to ensure we build new homes for the future</li> </ul>
<b>10:00 – 10:20</b>	<p><b>Transforming your service delivery to enhance your customer’s service experience</b></p> <p><i>Delivered by Castleton</i></p> <ul style="list-style-type: none"> <li>• Castleton will share insights into how we are working with the sector to develop and implement inclusive digital strategies that enhance the quality and accessibility of your services</li> <li>• Developing an integrated digital strategy</li> <li>• Digital delivery from the cloud; enhancing service, security and support</li> <li>• Facilitating self-service through technology for the benefits of real-time information and accessibility anytime, anywhere</li> </ul>
<b>10:20 – 10:40</b>	<p><b>Case study: automated repair booking for housing</b></p> <p>Use AI and chat to generate savings on a scale never before possible</p> <p><i>Delivered by Fuzzlab</i></p> <ul style="list-style-type: none"> <li>• Automated repair ordering, from first contact to operative on site, for 50% of problems</li> <li>• Diagnose with consistency and accuracy and triage complex calls to the best qualified advisor</li> <li>• New efficiencies enable your team to spend time with the customers who need you most</li> <li>• Smart home and IoT ready, our technology is relevant to homes of the</li> </ul>

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<b>10:40 – 11:10</b>	<b>Refreshments, exhibition and networking</b>	
<b>11:10-11:30</b>	<b>Digitally enabled social housing</b>	
	<p>All social housing should have the capability of connecting to the internet at no cost to the tenant</p> <p><i>Ian Clough, Consultant, 6G</i></p> <ul style="list-style-type: none"> <li>• Not just a nice thing to do</li> <li>• The cost of provision versus the cost of inaction</li> <li>• The technology and the capacity to deliver</li> </ul>	
<b>11:30 – 12:00</b>	<b>Neighbourhood analytics</b>	
	<p><i>Professor Sunil Vadera, Dean of the School of Computing, Science and Engineering, University of Salford</i></p> <p><i>Anwar Ali, Founder, Managing Director, Upturn</i></p> <p><i>Saumya Joshi, Knowledge Transfer Partnership Associate, University of Salford</i></p> <ul style="list-style-type: none"> <li>• The research is a HEIF funded project between Upturn and the University of Salford to develop a predictive tool to improve analytical and interventions by interrogating quantitative / qualitative data using different data mining approaches</li> <li>• The main objective is to develop a tool which can help service providers in both the public and private sectors</li> <li>• Enhance your ability to predict what is needed, enable best use of resources and deliver targeted solutions that demonstrably improve the health and wellbeing of the people and communities you seek to help</li> </ul>	
<b>12:00 – 12:10</b>	<b>Move to seminars</b>	
<b>12:10 – 12:40</b>	<b>Please choose a seminar to attend</b>	
<b>SEMINAR A</b>	<b>SEMINAR B</b>	<b>SEMINAR C</b>
<i>Delivered by Digital Unite</i>	<p><i>Delivered by M-Files</i>  <b>Grahame Wilkinson, Senior Account Executive</b>  <i>Housing Associations and the Digital Workplace - Small moves that deliver big benefits to your customers</i></p> <p>What's your vision for the digital workplace in Housing Associations? Imagine what the right version of that vision could mean to your customers</p>	<p><i>Delivered by Policy in Practice</i>  <b>Deven Ghelani and Marie Hardeman</b>  <i>Universal Credit: how to protect rental income and support tenants</i></p> <p>Join Policy in Practice, to hear how Universal Credit rollout is affecting tenants and housing associations, now and in the future. Marie Hardeman, Guinness, will also share</p>

	and your business.	how they are using digital tools to meet these challenges.
<b>12:40 – 13:40</b>	<b>Lunch, exhibition and networking</b>	
<b>13:40 – 13:45</b>	<b>Movement to plenary</b>	
<b>13:45 – 14:15</b>	<p><b>The social and business case for digital inclusion</b></p> <p><i>Phil Miles, Director, Clarion Futures at Clarion Housing Group</i></p> <ul style="list-style-type: none"> <li>• Defining and realising the socio-economic benefits for tenants</li> <li>• Understanding the financial value for your business</li> <li>• Measuring the benefits for both providers and tenants</li> <li>• Digital inclusion in the home as a means of furthering social mobility</li> </ul>	
<b>14:15 – 14:45</b>	<p><b>Case study: Welfare reform</b></p> <p><i>Nick Atkin, Chief Executive, Halton Housing</i></p> <p>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.</p> <ul style="list-style-type: none"> <li>• The digital first strategy</li> <li>• Welfare reform continues to be a major challenge for HA's and tenants</li> <li>• The means by which HA's can successfully manage the transition to universal credit and assist their tenants in managing this transition</li> </ul>	
<b>14:45 – 15:15</b>	<b>Refreshments, exhibition &amp; networking</b>	
<b>15:15-15:35</b>	<p><b>The state of housing IT</b></p> <p><i>Frances Hipple, Director, HACT</i></p> <ul style="list-style-type: none"> <li>• The problems with housing data</li> <li>• The costs and risks falling onto our businesses and the opportunities we are missing as a result</li> <li>• And the ways in which we might start to put that right over time</li> </ul>	
<b>15:35 – 16:05</b>	<p><b>Panel discussion and audience Q&amp;A</b></p> <p><i>Rowena Kirk, Strategic Director of Transformation, Rochdale Boroughwide Housing</i></p> <p><i>Nick Atkin, Chief Executive, Halton Housing</i></p>	

	<p><i>Professor Sunil Vadera, Dean of the School of Computing, Science and Engineering, University of Salford</i></p> <p><i>Frances Hipple, Director, HACT</i></p> <ul style="list-style-type: none"> <li>• How can we better promote the importance of IT in service delivery and its ability to improve the tenants' experience?</li> <li>• To what extent do tenants' understand the usefulness of new IT technology that is currently available such as mobile technology?</li> <li>• What role can technology play in assisting tenants to communicate housing issues to the relevant authorities?</li> <li>• Are the opportunities presented by effective data management understood? Do housing associations have the necessary talent to take advantage of such developments?</li> <li>• What importance does the panel place on ensuring tenants become more financially, socially and digitally included through improving their digital skills?</li> <li>• 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?</li> <li>• What is the role of technology in enhancing the tenant experience?</li> </ul>
<p><b>16:05 – 16:10</b></p>	<p><b>Closing remarks from chair</b></p> <p><i>Rowena Kirk, Strategic Director of Transformation, Rochdale Boroughwide Housing</i></p>
<p><b>Close of conference</b></p>	