

Federation national conference  
**7 March 2012**  
Inmarsat Conference Centre, London

**NATIONAL  
HOUSING  
FEDERATION**

# Delivering Housing Adaptations

Promoting choice and independence  
through aids, adaptations and  
assistive technology

Join your peers to debate the latest issues on delivering housing adaptations and gain insights from experts including:



**Cllr David Rogers OBE**  
Community Wellbeing  
Board



**Domini Gunn-Peim**  
Chartered Institute  
of Housing



**Andy Chaplin**  
Foundations

# Delivering Housing Adaptations

With **increasing demand for adaptations** and **rising expectations of customers** who rightly want a tailored and high quality service, how can you establish a first-class service which delivers adaptations that **meet their needs?**

Social housing providers and local authorities are looking to **improve outcomes** and **maximise their resources** as they face sweeping reforms of health and welfare systems and changes to the funding of care and support. With a growing recognition that specialist housing provision and adaptations are critical to people's health, independence and the public purse, what does this mean for the services you provide to your customers?

This conference is an opportunity to share **cost-effective solutions** to these challenges and **get ahead of the game in proactive asset management** and **assistive technology**. Our programme will help you navigate the new health landscape and suggest new ways to successfully **engage with local partners**.

## Benefits of attending

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- **Learn from practical sessions** that will improve your processes, service delivery and customer satisfaction
- **Apply good practice** in delivering adaptations and find realistic solutions to your challenges
- **Get up to speed** on the Disabled Facilities Grant (DFG) and explore the alternative funding options available to you
- **Discover the latest developments** in telecare and telehealth
- **Debate and share your views** on adaptations with key policy makers from the Department for Communities and Local Government, local authorities, lobbying organisations and other housing providers
- **Gather intelligence** to help ensure your organisation is able to deal effectively with increasing demand for adaptations
- **Save money** by gaining insight into the most effective and efficient ways of delivering adaptations.

## Who should attend

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This is the key event for housing association, local authority and home improvement staff with an interest in delivering aids and adaptations including:

- Heads of housing
- Heads of asset management
- Maintenance managers
- Directors of adult services
- Older people service managers
- Housing care service managers
- Managers of supported and sheltered housing
- Independent living managers
- Housing services teams
- Disability and/or older people's community groups.

# Programme

<b>09:00</b>	<b>Registration and refreshments</b>
<b>10:00</b>	<b>Chair's welcome and introduction</b> <b>Domini Gunn-Peim</b> , <i>Director of Public Health and Vulnerable Communities</i> , Chartered Institute of Housing
<b>10:10</b> Speakers: Speaker from Communities and Local Government tbc <b>Cllr David Rogers OBE</b> , <i>Chair</i> , Community Wellbeing Board	<b>Opening plenary: The outlook for adaptations</b> Hear an overview of the adaptations agenda in a changing health landscape: <ul style="list-style-type: none"><li>• The latest on the Disabled Facilities Grant (DFG) and the impact of removing the ring-fence</li><li>• Government thinking following the Dilnot report</li><li>• How to engage with a different funding context</li><li>• Identify new partners and possibilities; working with the NHS, public health and social care</li><li>• The influence of personalisation on customer focus.</li></ul>
<b>11:00</b>	<b>Refreshment break</b>
<b>11:30</b>	<b>Breakout sessions I</b>
Speakers: <b>Atis Krumins</b> , <i>Able Living Manager</i> , Incommunities <b>Paula McGlynn</b> , <i>Head of Supported Housing</i> , Wirral Partnership Homes and <i>Chair</i> , National Housing Federation NW Regional Adaptations Forum	<b>B1: Proactive asset management</b> <ul style="list-style-type: none"><li>• Discover the benefits of engaging earlier and more strategically with local authorities</li><li>• Hear how to plan ahead for minimum access standards and new developments for specific needs</li><li>• Find out how a forum of local providers can improve customer focus and make procurement efficiencies</li><li>• Examine how to make best use of existing adapted stock and re-lets.</li></ul>
Speakers: <b>Margi Fosh</b> , <i>Assistive Technology and Telehealthcare Manager</i> , Cambridgeshire Community Services <b>Beryl Gillespie</b> , <i>Head of Older People's Services</i> , CHS Group <b>Wendy Darling</b> , <i>Director</i> , Invicta Telecare	<b>B2: Advances in assistive technology – telehealth and telecare</b> <ul style="list-style-type: none"><li>• Hear how assistive technology can work for your customers by supporting their independence and choice</li><li>• Discover the advantages and cost-savings assistive technology can bring to your organisation</li><li>• Find out how to support and train your staff to maximise the benefits.</li></ul>
Speakers: <b>Andy Chaplin</b> , <i>Director</i> , Foundations <b>Mike Hew</b> , <i>Chief Executive</i> , Caldmore Area Housing Association	<b>B3: New opportunities for Home Improvement Agencies (HIAs) and Handypersons Services</b> <ul style="list-style-type: none"><li>• Learn how HIAs are finding cost-effective solutions to challenges</li><li>• Hear how HIAs are maximising opportunities by broadening their services and working in partnerships</li><li>• Explore commercial opportunities to develop Handypersons Services.</li></ul>
<b>12:30</b>	<b>Networking lunch</b>

# Programme

13:30

## Breakout sessions II

Speakers:

**Andrew Van Doorn**, *Projects Director*, HACT

**Jeremy Porteus**, *Director*, Housing LIN

### **B4: Financing adaptations – alternative options for providers**

With limited Disabled Facilities Grants under pressure, this session will explore:

- Financing adaptations across different types of tenure for example low cost loans and equity release for owner occupiers
- Accessing funding from NHS reablement
- How housing providers can influence future funding allocations and performance measures.

Speakers:

**Peter Rush**, *Homes and Jobs Workstream Manager*, Health and Social Care Partnership - South East

**Steve Curtis**, *Head of Service*, Hampshire, In Touch

**Karen Leslie**, *Head of Service*, Kent, In Touch

### **B5: Working in partnership for improved efficiency and cost-effective outcomes**

Attend this practical session to improve your organisation's processes, service delivery and customer satisfaction. Hear about:

- How you can make limited resources go further
- How local authorities and housing providers are working together to improve adaptation services
- Good practice and solutions in delivering adaptations through the DFGs
- Fresh thinking on partnerships and processes including working more effectively with occupational therapists.

Speakers:

**Roy McNally**, *Development Consultant*, Northern England, Foundations

**Jim Nixon**, *Energy Efficiency Officer*, St Helen's Council

### **B6: Dementia – housing adaptations and innovative support solutions**

Dementia is a growing concern for commissioners, providers and customers. At this session discover:

- How housing providers can work with councils and other local partners to implement dementia strategies and assessment processes
- How to deliver practical, cost-effective support for people with dementia
- The benefits of 'dementia proofing' interventions.

14:30

## Refreshment break

15:00

Panellists:

**Jeremy Porteus**, *Director*, Housing LIN

Panellist from Orbit tbc

Chair:

**Domini Gunn-Peim**, *Director of Public Health and Vulnerable Communities*, Chartered Institute of Housing

### **Closing plenary: Panel discussion - making the links with health**

- Adaptations can't wait - meeting the challenges during transition to the new structures
- Navigating the new landscape and engaging with Health and Wellbeing Boards and Clinical Commissioning Groups
- Connecting with health at the front-line.

16:00

## Close of conference

# Federation publications

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## **Managing the assets (2nd edn)**

Focuses on the key aspects of developing and implementing asset management strategies within social housing.

## **Asset management, repairs and maintenance for board members**

Designed to assist board members, local authority cabinet members and social landlords in general with strategic decisions and performance-monitoring in relation to asset management and repairs and maintenance.

## **Appraisal guide for sheltered housing**

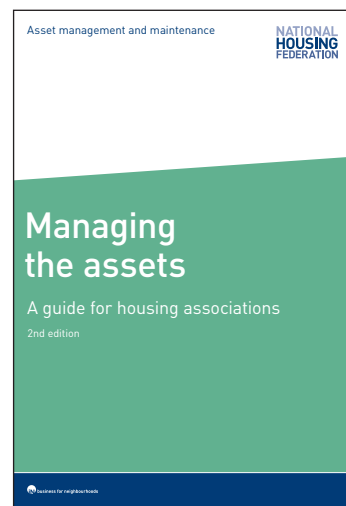
A tool for appraising schemes and accommodation-based support services. It can be used as part of a general review of sheltered housing or for a specific scheme or service.

### **Also available:**

- **Ownership options for people with a learning disability**
- **Mental health and home ownership.**

**Online bookshop:** [www.housing.org.uk/publications](http://www.housing.org.uk/publications)

email [bookshop@housing.org.uk](mailto:bookshop@housing.org.uk) or call **020 7067 1066**



# Exhibiting and sponsorship opportunities

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We are pleased to offer a limited number of exhibiting and sponsorship packages at the event for organisations wishing to generate business, engage with delegates, and raise their profile in the sector. A number of powerful and yet cost-effective sponsorship and exhibiting packages are available.

### **Find out more and get involved.**

Contact Julian Hurst, Rachael Bullock or George Adebambi at Foremarke Exhibitions on **020 8877 8899** or email [housing@foremarke.uk.com](mailto:housing@foremarke.uk.com)



# Conference fees and booking information

## How to book your place – **SAVE £10 online!**

**Online:** You can now reserve more than one delegate place online. Please visit [www.housing.org.uk/events](http://www.housing.org.uk/events) to experience our new improved booking service and **get £10 off! Use code DA0312DIS (Web only).** Instantly secure your place(s) by paying with a credit or debit card.

**Email:** you can scan your completed booking form and email it to [events@housing.org.uk](mailto:events@housing.org.uk)

**Mail:** please complete and return the conference booking form along with your full payment to: Business Sales and Support, National Housing Federation, Lion Court, 25 Procter Street, London, WC1V 6NY

**Fax:** send the booking form to **020 7067 1015**.

**Telephone:** secure your place over the phone by paying with a credit or debit card. Please contact the Federation's Business Sales and Support team on **020 7067 1066**.

You can download extra copies of the booking form at [www.housing.org.uk/events](http://www.housing.org.uk/events). Places are subject to availability and early booking is advised. Please ensure that the names and job titles of individual delegates are included as you would like them to appear on the delegate list and their name badge.

**Please note** that any delegates whose bookings are received after **Wednesday 22 February 2012** may not appear on the final delegate list.

## Venue and travel information

Joining papers are available on the Federation's website at [www.housing.org.uk/events](http://www.housing.org.uk/events)

## Fees

The conference fee includes attendance at sessions, lunch and refreshments.

Members:	£260
Associate Members:	£300
Non-members:	£325

## Payment

Please complete the conference booking form and send with a cheque or BACS payment to the National Housing Federation, Lion Court, 25 Procter Street, London, WC1V 6NY, or call the Business Sales and Support Team on **020 7067 1066** with your credit/debit card details. All BACS orders should be accompanied by the transfer remittance note, quoting **DA0312**. Alternatively you can book online with a debit or credit card for a quick and easy way to confirm your place.

**ALL BOOKINGS MUST BE MADE WITH FULL PAYMENT.**

## Cancellation

**ALL CANCELLATIONS MUST BE MADE IN WRITING.**

Once a conference booking has been made, there will be an administrative charge of £55 per delegate for cancellation of that booking. The full fee is payable for any cancellations received after **Wednesday 22 February 2012**.

## Inserts in conference packs

If you would like to include a publicity leaflet about your organisation in our delegate packs, please email [marketing@housing.org.uk](mailto:marketing@housing.org.uk). The cost will be **£285 plus VAT**.

## Enquiries and contacts

If you have any conference booking queries, please contact a member of the Federation's Business Sales and Support Team:

tel: **020 7067 1066**

fax: **020 7067 1015**

email: [events@housing.org.uk](mailto:events@housing.org.uk)

## Disclaimer

This programme is correct at the time of going to press. In the event of one or more of the advertised speakers being unable to attend, for reasons beyond the control of the conference organisers, we reserve the right to make alterations or substitutions to the programme as deemed fit. All timings are provisional and may be subject to change. Views expressed by speakers are their own. The National Housing Federation disclaims any liability for advice given or views expressed by any speaker at the event or in notes or documentation provided for the delegates.

# Booking form



## Delivering Housing Adaptations Conference

Wednesday 7 March 2012, Inmarsat Conference Centre, 99 City Road, London, EC1Y 1AX

### Booking instructions

**Online:** at [www.housing.org.uk/events](http://www.housing.org.uk/events) and get **£10 off!** Use code **DA0312DIS (Web only)**. Online bookings can be made for multiple delegates. Alternatively complete this form and return with full payment. Please read the conference and booking information before making your booking(s).

**For multiple delegates**, please photocopy this form and complete one form per delegate in BLOCK CAPITALS.

Delegate name	Job title
Delegate mobile no.	Organisation
Address	
Delegate email	(you must supply your email address so you can receive your joining papers)
Tel	Fax
Contact email (if different)	Contact name (if different)
My dietary requirements (eg vegetarian/vegan/other) are	
My other requirements (eg wheelchair access) are	

**Session choices:** (delegates can only attend ONE session at any time. Sessions are subject to availability at the time of booking)

11:30 - 12:30    B1     B2     B3                       13:30 - 14:30    B4     B5     B6

I understand that payment must be made at the time of booking.

- I enclose a cheque payable to the National Housing Federation  
 I have paid by BACS and attach a remittance advice (Please quote **DA0312** on all BACS transmissions)

**Fees** (please tick box)

- Members: £260**                       **Associate members: £300**                       **Non-members: £325**

National Housing Federation bank account details are: LloydsTSB, Kings Cross Branch, 344 Grays Inn Road, London, WC1X 8BX Federation Sort Code: 30-94-73 Account No. 00113238

If you would like to pay by credit or debit card, you can either book online at [www.housing.org.uk/events](http://www.housing.org.uk/events) or fill out your details below. Alternatively, bookings may be taken over the telephone on **020 7067 1066**.

Please debit my debit/credit card: Visa / Mastercard / Maestro / Solo / Electron (We do not accept Diners Card or AMEX)

Start date:        Expiry date:        Issue no:   (debit cards only)

Security code:    (last 3 digits of number on back of card)    Name on card

Signature

Date

### If you are paying by credit or debit card, why not book online at [www.housing.org.uk/events](http://www.housing.org.uk/events)

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#### DATA PROTECTION

The National Housing Federation gathers personal data in accordance with the Data Protection Act 1998. This information may be forwarded to third parties to be used for marketing purposes or for mailing information about goods and services that may be of interest.

- Please tick the box if you do not wish to receive information about existing and future products and services provided by the National Housing Federation.  
 Please tick the box if you do not wish to have your details passed to third party organisations.  
 Please tick the box if you would like to receive Fed news, our free monthly e-news letter and newflash service

Source code: DA0312WEB



The National Housing Federation is the voice of affordable housing in England. We believe that everyone should have the home they need at a price they can afford. That's why we represent the work of housing associations and campaign for better housing.

**NATIONAL  
HOUSING  
FEDERATION**

Our members provide two and a half million homes for more than five million people. And each year they invest in a diverse range of neighbourhood projects that help create strong, vibrant communities.

## Forthcoming events 2012

3 – 5 February, **National Board Members Conference and Exhibition**, ICC, Birmingham

24 April, **Health and Social Care Bill Conference**, The Commonwealth Club, London

2 – 3 July, **Housing Care and Support Conference and Exhibition**, University of Warwick, Coventry

**For a brochure on any of these events** visit [www.housing.org.uk/events](http://www.housing.org.uk/events) or email [marketing@housing.org.uk](mailto:marketing@housing.org.uk) stating the conference name and we will send you information.

For details of all our forthcoming events and for the latest news and policy updates visit the National Housing Federation's new website [www.housing.org.uk](http://www.housing.org.uk)



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