CENTRE FOR EXCELLENCE IN COMMUNITY INVESTMENT

UK CONFERENCE

21 MAY 2019 • BIRMINGHAM



























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WELCOME

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Welcome to the first national conference on community investment. We want the day to mark the start of a renaissance in community investment.

Community investment has, of course, been part of social housing for decades. In recent years, though, it's been under considerable financial pressure.

Now, more than ever, we need to reinvest in community investment as a sector, so we can deliver on our social purpose. We are and can be more than just landlords, investing in those things that really make our residents and communities thrive. And through this investment we also protect our assets by building sustainable neighbourhoods.

It's timely that the conference is being held in GUAC"s Communities That Work week, and we look forward to hearing more about this initiative today.

This conference is, of course, an opportunity for colleagues across the UK to come together to celebrate what we do. But it's also a chance to challenge each other, and discover how we're going to innovate in the future.

We have much to learn from each other. I'm looking forward to the debate, the discussion, the ideas and the passion that makes community investment one of the best parts of housing.

Andrew van Doorn
Chief Executive
HACT

MORNING AGENDA

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9.30 *Opening remarks*
Andrew van Doorn, CE, HACT

9.50 *The future of civil society: where do housing associations fit?*
Asif Afridi: Panel member, independent inquiry into the future of civil society, and Deputy CEO, Brap

10.30 *Panel discussion:*
Can community investment deliver resident involvement?
Michael Hill, Business Development Manager, Tpas
Charlie Norman, CEO, MSV
Rachel Honey-Jones, Head of Community Regeneration, Newydd HA
Andrew van Doorn, CE, HACT (Chair)

11.10 *Break*

11.30 *Morning workshops*
How do we support Boards to become champions of community investment?
Gary Fulford, Group Chief Executive, whg
Jon Fisher, Head of Communities, Sovereign
Jennifer Dykes, Board member, Sovereign
Andy Zuntz, Chair, ForViva Group
Babu Bhattacherjee, Director of Communities & Neighbourhoods, Poplar HARCA (Chair)

11.30 *Morning workshops (continued)*
Stepping into the spotlight: youth engagement and the Spotlight Centre
Daniel Rose, Director, Spotlight

How can we use and collect evidence to shape community investment services?
Stephen Burns, Executive Director Care and Communities, Peabody
Ceris Anderson, Knowledge and Insight Manager, Streetgames
Dr Frances Harkin, Insight Lead, HACT (Chair)

Developing community investment's approach to professional development
Val Harris, ESB
Nicky Hazelwood, Community Investment Manager, Hexagon
Rebecca Clarke, Head of Membership, CIH

12.30 *Lunch: meet your network lead session*

AFTERNOON AGENDA

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1.30 *Sub-plenary 1: Five years of the UK Social Value Bank: how to use social value to demonstrate the value of community investment*
Sheila Maxwell, Community Regeneration Officer, Link
Mary-Kathryn Adams, Deputy Chief Executive, HACT
James Williams, Head of Social Impact, HACT

Sub-plenary 2: The inside story of GUAC's Communities that Work campaign
Lynsey Sweeney, Managing Director, GUAC
Jon Fisher, Chair of Board, GUAC

Sub-plenary 3: Understanding alternative funding options for community investment
Jules Tompkins, Investment Manager, Community Impact Partnership
Helen Wilson, Head of Strategic Partnerships and Projects, Clarion Futures

2.30 *Afternoon workshops*
Changing the national conversation around housing to include community investment
Mark Lawrence, Editor, 24 Housing
Jen Barfoot, CE, Homes in Sedgemoor
Andrew van Doorn, CE, HACT (Chair)

2.30 *Afternoon workshops (continued)*
How can procurement deliver community investment priorities?
Barry Malki, Head of Communities, HACT
Alison Wilkinson, Group Customer Development Manager, Mears
Gary Jackson, Group Director Marketing, Communications and Customer Success, Mears

Sharing social impact measurement skills
Sheila Maxwell, Community Regeneration Officer, Link

How can we upskill frontline staff to deliver community investment?
Helen Scott, Performance & Evaluation Manager, Wheatley

Panel discussion: How to deliver community investment in a diverse cultural climate
Tim O'Malley, Community Development Manager, Clanmil
Sahil Khan, Head of Gateway & Community Services, Catalyst
Lyn Mangisi, Community Development Officer, Radian
Julie Haywood, Director of Community Investment, whg (Chair)

3.30 *Break*

CLOSING SESSION

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Final sessions

3.45 *How do we ensure community investment is at the core of social housing?*
Sally Thomas, Chief Executive, SFHA

Panel discussion following Sally's speech with Sally Thomas, Sahil Khan, Stephen Burns, Nicky Hazelwood and Julie Haywood, with Andrew van Doorn (Chair)

5.00 *Close*

MAKE A PLEDGE

At some stage during the day, we'd like you to make a pledge: what one thing are you going to do as a result of this conference?

On the back of your name badge, you'll find some space for you to write your pledge. Please remove the name badge from the holder, write your pledge, and then replace the name badge in its holder.

At the end of the day, please leave your name badge and lanyards with a member of staff or at the reception desk. We will then be able to reuse the lanyards, recycle the name badges, and share your pledge with the wider community investment community.

If you would prefer not to have your pledge shared, please let us know.

CHAIRS AND SPEAKERS

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Alison Wilkinson

Alison is Group Customer Delivery Manager at Mears, where she has worked since 2017. Prior to that, she held management positions in customer relations at Balfour Beatty and Reebok.



Andrew van Doorn

Andrew van Doorn is the Chief Executive of HACT. He joined HACT in 2003 and has worked in homelessness, supported housing and wider social exclusion policy and practice for 27 years.



Andy Zuntz

Andy is Chair of the ForViva Group. In post since 2012, he has over 35 years' experience in housing, regeneration, planning, cohesion, environmental services and economic development.



Asif Afridi

Asif is Deputy CEO at brap and Chair of Equally Ours. He was a Panel Member on the Inquiry into the Future of Civil Society in England and is currently coordinating the next phase of this work.

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Babu Bhattacherjee

Babu has worked in the community regeneration field for over 20 years and currently manages the communities and neighbourhoods service for Poplar HARCA, including building a world class youth centre.



Ceris Anderson

Ceris is Knowledge & Insight Manager at Streetgames. She has worked for Streetgames since 2010, undertaking research, monitoring and evaluation, and disseminating practical and insightful learnings.



Charlie Norman

Charlie is Group Chief Executive of Mosscare St Vincent's. She has worked in housing for 30 years, with a background in community and co-operative development, neighbourhoods and regeneration.



Daniel Rose

Daniel is Director of Spotlight, the creative youth service. He has a background in youth and social work and overseeing local and national projects and programmes.

whg Much more than a landlord

whg is one of the Midlands leading and most successful providers of high quality homes. We provide affordable, good quality homes and community based services to the local community.

whg's Community Investment (CI) Plan sets outs our ambition to create opportunities for our customers that will help to build their resilience, live more fulfilling lives and develop stronger communities.

There are three aims that provide a strategic roadmap to achieve our corporate success measure of delivering £15m of community investment by 2024.

Our Community Investment Aims:

Growing and expanding our community investment activities

- Deliver a clear programme of community investment to increase customers resilience, skills and wellbeing
- Review and reshape service delivery to increase scale and impact
- Embed and champion social value across the business

Targeting our CI services to customers in need

- Better usage of data to target support
- Develop clear referral pathways between services, monitor take-up and outcomes
- Align delivery to Housing, Digital and Asset Management strategies through 'Clever Conversations'.

Maximising the social value delivered through our supply chain

- Implement a new social value framework
- Create deliverable opportunities through supply chain management
- Support colleagues to influence, monitor and measure social value

These are just a few of our success measures, helping us achieve our overall aims.



We were recently awarded the UK Housing Award for Employment and Training 2019, we also have a charity subsidiary called VIEW investing over £10 Million into the local community.





UKHA 2019 WINNER

For more information contact **enquiries@whgrp.co.uk** or go to

whg.uk.com @ yourwhg @ walsallwhg

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Frances Harkin

Frances is Research Lead at HACT. She has developed and delivered numerous research projects and services, including housing and sport, and has worked with organisations across the housing sector and beyond.



Gary Fulford

Gary is Group Chief Executive of whg. He joined whg in 2004, was promoted to Managing Director in 2007 with responsibility for housing and asset management, and appointed Group Chief Executive in 2009.



Gary Jackson

Gary is Group Director, Marketing Communications and Customer Success at Mears Group. He joined in 2014 and has been actively involved in driving the Social Value agenda within and across the company.



Helen Scott

Helen is Performance and Evaluation Manager with the Wheatley Foundation charitable trust. She has over 20 years experience working with and evaluating social and economic inclusion and community benefit programmes.

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Helen Wilson

Helen is Head of Strategic Partnerships and Projects at Clarion Futures. She has over ten years of public sector experience at a central government, national, regional and local level, in housing and local councils.



James Williams

James is Head of Social Impact at HACT. He joined HACT in June 2017 from Onward, where he worked on the delivery of community investment projects, strategies, evaluation and impact measurement.



Jen Barfoot

Jen is Chief Executive of Homes in Sedgemoor. She has over 36 years experience of working in social housing. Other roles she has held include repairs clerk, Housing Officer and Managing Director.



Jennifer Dykes

Jennifer was appointed to the Board of Sovereign in 2016. A former NHS manager, she has been a social housing resident for over 40 years.

MEARS

helping communities thrive

MEARS Housing Management

MEARS New Home

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Jon Fisher

Jon is Head of Communities at Sovereign Housing. He joined Sovereign in 2013. He has worked at senior levels supporting the community investment ambitions of organisations, and Chairs Give Us A Chance.



Jules Tompkins

Jules is Investment Manager at Community Impact Partnership, a joint venture between four housing associations - Orbit Group, Clarion Housing Group, L&Q and Peabody Trust.



Julie Haywood

Julie is Director of Community Investment at whg. She leads on whg's community investment programme including employment and skills, financial and digital inclusion, strategic and community partnerships.



Lyn Mangisi

Lyn is a Community Development Officer at Radian Housing, working with the local community, creating and managing projects. She had previously worked on community projects across Thames Valley.

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Lynsey Sweeney

Lynsey is Managing Director of GUAC. She has worked across housing, employment & skills services for the last six years, developing partnerships and advocating for greater business integration between the sectors.



Mark Lawrence

Mark is editor of 24housing, the fastest growing media for social housing in the UK. Previously, Mark was the web editor, and has also worked across a variety of international, national and local media outlets.



Mary-Kathryn Adams

MK is Deputy Chief Executive at HACT. She has over ten years of experience investigating the intersection of evidence, policy and practice in different contexts across the UK, and a doctorate in social anthropology.



Michael Hill

Michael is Business Development Manager at Tpas. He has worked within resident involvement since 2000 for local authorities and housing associations and as a Tpas Associate since 2017.

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Nicky Hazelwood

Nicky is Community Investment Manager at Hexagon Housing. Before joining Hexagon, she was Chief Officer of a community development organisation. She has worked in the housing and community sectors for over 30 years.



Rachel Honey-Jones

Rachel is Head of Community Regeneration at Newydd HA. She is a Board Member at Merthyr Valley Homes, a Housing Futures Cymru Panel Member (CIH) and a Finalist in 24 Housing's Young Leaders 2015.



Rebecca Clarke

Rebecca is Head of Membership at CIH. She joined the organisation in 2017, as a regional manager, having previously worked at Orbit Group as a Business Development Manager.



Sahil Khan

Sahil is Head of Gateway & Community Services at Catalyst Housing. He has over 15 years experience in community and resident investment, and has worked for Southern, Origin and Metropolitan Thames Valley.

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Sally Thomas

Sally is Chief Executive of the Scottish Federation of Housing Associations. Her work in housing ranges from setting up South Camden Housing Co-operative, to working at Circle 33, HACT and North Star Housing.



Sheila Maxwell

Sheila Maxwell has been Community Investment Officer at Link Group since 2007. She began her career in the CVS Network before developing policy and co-ordinating multi-sector public sector partnerships.



Stephen Burns

Stephen is Executive Director Care and Communities at Peabody, which he joined in 1998. He became a Director in 2006. He has worked in community regeneration, training and employment since 1991.



Tim O'Malley

Tim is Community Development Manager at Clanmil Housing, which he joined in 2014. Prior to this he worked in an employment resource centre in Belfast, and an international development project in Manchester.

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Val Harris

Val is Chair of the Endorsement and Quality Standards for Community Development Learning (England) ESB. She has been a community development worker for over 40 years.

HACT conference team

Barry Malki • Head of Communities
Adam Chester • Project Officer
Isobel Kiely • Business Administrator & Exec Support
Matthew Grenier • Head of Communications

THE CENTRE FOR EXCELLENCE IN COMMUNITY INVESTMENT is an initiative from HACT, UK housing's ideas and innovation agency.

HACT
ideas and innovation in housing

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