

COST OF LIVING CRISIS: ENSURING NO ONE GETS LEFT BEHIND

Date: 21st February 2023

Time: 10am - 4pm

Location: FORA Borough, 180 Borough High Street, SE1 1LB

- One minute's walk from Borough Underground station.
- Short distance from London Bridge and Southwark stations.
- Route C10 stops within 4 minutes' walk.

10:00	Attendee arrival
10:00 - 10:20	Registration
10:20 - 10:30	Welcome
	<i>Piers Williamson, CEO at THFC</i>
10:30 - 11:10	Session 1: Using data to identify problems and safeguard tenants
	Speakers: <i>Lizzie Aston-Long, Head of Income at Sovereign Housing; William Miller, Director of Social Impact at Southern Housing; Adam Howell, Business Improvement Manager at Irwell Valley</i> As the affordability crisis impacts HA tenants across the country, HAs are tasked with keeping their income streams in check, while doing everything possible to help tenants sustain their tenancies. In this session, attendees will hear from three HAs to gain insight into the various ways they are optimizing their efficiency by harnessing data in novel ways.
11:10 - 11:55	Session 2: Targeting support: The power of behavioural analysis - understanding complex needs
	Speakers: <i>Hugh Owen, Director of Strategy & Public Affairs at Riverside; Chris Nove, Director of Information Services at Riverside</i> While the conversation on affordability tends to centre strictly around money, the truth is that tenants' needs are as layered as the cost of living crisis itself. Hugh Owen and Chris Nove will offer their unique perspectives of identifying and looking after diverse needs of tenants at Riverside, as they look to answer complex questions.
11:55 - 12:00	Break
12:00 - 12:50	Session 3: Helping people manage their finances and benefits

	<p>Speakers: <i>Lauren Peel, Head of Markets, Consumer Insights & Product Design at Fair4All; Niall Alexander, Markets & Consumer Insights Manager at Fair4All; Pete Beaumont, Service Director - Housing at Wakefield and District Housing; Chris Gent, Corporate Debt Manager at Wakefield and District Housing</i></p> <p>At a time when millions of families are struggling to afford everyday essentials, financial management and inclusion has never been more important. In this session, Lauren Peel and Niall Alexander will discuss the challenges tenants face with increasingly popular unsecured debt schemes, as well as providing a demonstration of Fair4All's finance segmentation model, which helps identify financially vulnerable groups and increase their financial resilience. Pete Beaumont and Chris Gent will also delve into the solutions being implemented at WDH to support financially vulnerable households in sustaining their tenancies.</p>
12:50 - 13:30	Lunch & networking
	Sandwich lunch will be provided to in-person attendees.
13:30 - 14:00	Session 4: Supporting tenants through the energy price storm
	<p>Speaker: <i>Sandy Hore-Ruthven MBE, CEO at Severn Wye; Danni Barnes, Director of Development & Partnerships at National Energy Action</i></p> <p>A year after the beginning of the Ukraine war, UK citizens are still bearing the financial burden of sky-high energy bills, with social housing tenants often being the most affected. Energy caps announced in September provided a temporary financial cushion, but many questions remain as to how tenants will cope when these caps expire in March. Danni Barnes and Sandy Hore-Ruthven will help clear the waters by helping attendees understand how energy suppliers have responded to the crisis, as well as giving practical advice for supporting tenants with their energy bills throughout the crisis.</p>
14:00 - 14:35	Session 5: Foodbanks - their expanding role in the cost of living crisis
	<p>Speakers: <i>Matthew van Duyvenbode, Chief Strategy Officer at Trussell Trust; Stacey Healey, Brand & Communications Strategist at Accent Group</i></p> <p>Foodbanks have entered the spotlight throughout this period of economic tumult, providing much-needed support for Brits up and down the country. However, the role of foodbanks within society, as well as within HAs, is often dimmed due to psychological stigma and operational challenges. In this session, Matthew van Duyvenbode and Stacey Healey will offer advice as to how HAs can harness the power of foodbanks to support struggling tenants, in addition to fighting against the shame and stigma often associated with foodbank usage.</p>
14:35 - 14:45	Break
14:45 - 15:20	Session 6: What the affordability crisis means for people working in housing

	<p>Speakers: <i>James Tickell, Partner of Campbell Tickell; Olivia Harris, Chief Executive at Dolphin Living; Elaine Gilbert, Executive Director of HR Communications & Marketing at Clwyd Alyn</i></p> <p>As the cost of living crisis bites, tenants aren't the only ones struggling to make ends meet. HA staff are feeling the squeeze, too. So, how can we turn the tables and explore what HAs can do to support their own staff? James Tickell, Olivia Harris, and Elaine Gilbert will discuss practical steps HAs are taking across the country to support their staff through the affordability crisis: from the tried and true, to the novel and innovative.</p>
15:20 - 15:55	Session 7: The changing policy landscape - what's coming for social landlords and their tenants?
	<p>Speaker: <i>Cara Pacitti, Senior Economist at Resolution Foundation</i></p> <p>As the wider housing market adjusts to its 'new normal' of sky-high inflation, soaring interest rates, and an overall rise in the cost of living, many questions remain about the next phase of the affordability crisis. Cara Pacitti will shed a light on the macroeconomic factors the sector will face over the coming months, as she paints a picture of the ever-changing policy landscape.</p>
15:55 - 16:00	Wrap up
	<i>Piers Williamson, CEO at THFC</i>
16:00	Close