



COSTS: £125

3 delegates  
for the price of 2

**Thursday 24th October 2019**  
at Seamill Hydro, Seamill, Ayrshire KA23 9ND  
10.00am - 4.15pm

Putting  
**people**  
first:

health and home



# EYDENT CONFERENCE – Putting people first: health and home

**10.00am**     **Registration**  
Tea/coffee

**10.30am**     **Welcome and introduction**  
Lorne Campbell, Chair, SHIRE Housing Association

**10.40am**     **Keynote - Dr Neil Hamlett**

**11.30am**     **Workshops – session 1**

## **Using information communications technology to improve services to tenants/ customers**

### **Speakers**

**Caroline Donald, Performance and Quality Manager, Ayrshire Housing**  
**Angela Currie, Operations Director, Blackwood Homes**

Advances in technology are said to offer opportunities to improve services to tenants and other customers, transform people's lives and increase customer satisfaction. ICT is seen as being able to transform the way we work, refocusing the services we offer – and how we offer them. This session will explore how associations are using technology to improve service choice and the lives of customers.

## **Financial inclusion**

### **Speakers**

**Diane Balfour, Financial Inclusion Officer, Shire Housing Association**  
**Michael Allan, Financial Inclusion & Capability Officer, Govan Law Centre**

Financial inclusion is where people have access to appropriate and affordable financial products and services and have the skills and confidence to use them (Transact, National Forum for Financial Inclusion). This session will look at how social landlords ensure their tenants and other customers can access the financial services that are needed to participate in a modern society and build their confidence in making informed financial choices.

11.30am Workshops – session 1 (cont.)

## Tenant/Stakeholder engagement

### Speakers

**Lesley Baird, Director, TPAS Scotland (Tenant Participation Advisory Service)**

**John Giddings, Community Regeneration & Engagement Officer, Shire Housing Association**

Tenant/Stakeholder engagement is an essential part of the work of any housing association or local authority. It's about tenants and others having the opportunity to have a say in how their housing services are delivered; but more than that, it's about them shaping those services, policies and the priorities of the housing organisation. This session will explore what is happening both locally and across Scotland.

## Improving communications with customers

### Speakers

**Lyndsey Phillips, Client Relationship Director, The Institute of Customer Service**

**Margaret Brannan, Business Strategy Manager, Queens Cross Housing Association**

Good communication is key in any relationship – including the one that you have with your tenants and other customers. All communication and feedback need to be effective, meaningful, relevant – and two way. Knowing more about your customers is crucial in communicating the right information and in listening to their needs and priorities. This session looks at what organisations are doing to improve their communications with customers.

## Fuel poverty and health

### Speakers

**Dr Cassandra Dove, Research Officer, Energy Agency**

**TBC**

Fuel poverty is a huge problem across Scotland but even more so in rural areas and where there is no natural gas connection. It affects nearly 1 in 3 households in Scotland. Those who are fuel poor are more likely to turn their heating down, because they can't afford it, and are more likely to live in energy inefficient homes, which are poorly insulated and hard to heat, impacting on their health and well-being. The eradication of fuel poverty is a key priority for the Government, housing organisations and campaign groups. This session will look at what more associations can do to help their tenants and others in fuel poverty.

11.30am

Workshops – session 1 (cont.)

**Mental health and housing**

**Speakers**

**Susan Galloway, Senior Policy Researcher, NSPCC Scotland**  
**TBC**

Having a home which is safe, dry, warm and affordable is considered to be a basic need. Stable surroundings and finances can help to maintain health and wellbeing. The opposite can contribute to the development of mental health problems or can make existing mental health problems more difficult to manage. This session considers the impact of housing quality on tenants and other customers, outlining what organisations are doing to support those with mental health problems and vulnerable households.

12.30pm

**Lunch**

1.30pm

**Keynote - Darren McGarvey**

2.15pm

**Workshops – session 2**

- *Workshop sessions repeated from the morning*

3.15pm

**Tea/Coffee**

3.30pm

**Keynote – Josh Littlejohn MBE, Social bite**

4.15pm

**Close of conference**

You can book your place at  
**[www.share.org.uk](http://www.share.org.uk)**

If you have any queries please contact  
SHARE at **[info@share.org.uk](mailto:info@share.org.uk)** or telephone  
**0141 370 6877**

*SHARE is event managing the 2019 Eydent conference.*

