

housing21

Tough times but  
**the best is  
yet to come**

Programme  
National Residents'  
Conference 2011

# Guide to the day

## WEDNESDAY 11 MAY

|                 |   |  |
|-----------------|---|--|
| 3.00 PM         | Registration and check in   |  |
| 5.00 PM         | <b>WELCOME TO CONFERENCE</b><br>by Joint Chairs   | George Spry and Maureen Hooley<br>Conference Chairs                                  |
| 5.10 PM         | <b>OUR ACHIEVEMENTS</b><br>Overview of the last year and looking forward to the next year | Pushpa Raguvaran, Chief Executive and Paul Richards, Director of Property Management |
|                 | <b>QUESTION TIME</b>  | All relevant staff   |
| 6.15 PM         | Meet for pre-dinner drink   |  |
| 7.00 PM         | Dinner/table quiz   | Conference Chairs  |
| 8.30 PM onwards | Entertainment and raffle  | Lighting the Fuse  |

## THURSDAY 12 MAY

|          |  |  |
|----------|--|--|
| 9:00 AM  | <b>WELCOME</b>   | George Spry and Maureen Hooley<br>Conference Chairs                  |
| 9.05 AM  | <b>LIVING LIFE TO THE FULL</b><br>Introduction and overview  | David Grayson<br>Chairman of Housing 21                              |
| 9.25 AM  | <b>LIVE ACTIVE PROJECT</b><br>Taking forward the work on lively courts   | LIVE ACTIVE graduates Zoe Wilkins, Eve Marie Powditch, Lisa Birchall |
| 9.40 AM  | <b>The Green Johannas project</b>  | Anthea Roussouw and Dr Ryan Woodard                                  |
| 10.05 AM | <b>Get digital project</b>   | Suzanne Lewis, Alrewych Court  |
| 10:15 AM | Refreshment Break  |  |
| 10.45 AM | <b>BE INSPIRED</b><br>Presentation on the impact of loneliness on older people's health and the importance of keeping active | Laura Ferguson<br>Campaign to End Loneliness                         |
| 11.00 AM | Questions to the audience<br>Round table discussion  | David Grayson, Laura Ferguson & LIVE ACTIVE graduates                |
| 11.30 AM | Feedback session   | David Grayson to facilitate  |
| 12.00 PM | Presentation to the winners of the LIVE ACTIVE competition   | David Grayson  |

|                 |  |   |
|-----------------|--|---|
| <b>12.15 PM</b> | Lunch  |   |
| <b>1.15 PM</b>  | <b>WORKING TOGETHER</b><br>The role of Resident Board Member and new approach to resident involvement  | Ken Jeffries<br>Resident Board Member   |
| <b>1.30 PM</b>  | <b>SERVICE IMPROVEMENT PROJECTS FEEDBACK</b> + 5 minute overview of each project, followed by open mic sessions.<br>1) Update from last year<br>2) Resident partnership<br>3) Communications<br>4) Lettings & Voids<br>5) Flat redecoration<br>6) Court manager service update | Mark Yates, Policy & Service Development Manager<br>Keith Stacey/Mark Yates<br>Malcolm Gardiner/Tim David, Head of Asset Management<br>Derek Thorogood/Paul Tewkesbury, Head of Customer Services<br>Bob Perrin/Paul Tewkesbury<br>Jane Hinde, Head of Retirement Housing |
| <b>2.30 PM</b>  | <b>HELP FOR HEROES</b><br>Thank you and announcement of final total raised<br>Presentation on school building project in Malawi<br>Introduce new charity for 2011  | Sandie Gordon, Communications Officer<br>Jane Wright, Housing Services Manager<br>Jane Hinde  |
| <b>2.45 PM</b>  | Refreshment break  |   |
| <b>3.00 PM</b>  | <b>THE BEST IS YET TO COME</b><br>Video booth feedback and presentation on service development in Housing 21   | Royston Betts<br>Associate Director of Business Development   |
| <b>3.45 PM</b>  | <b>CLOSING REMARKS AND PRESENTATIONS</b>   | David Grayson/Pushpa Raguvaran,<br>George Spry/Maureen Hooley   |

## and there's more! ....

**The video booth** – back by popular demand. You can give us your views around future service developments in Housing 21.

**A helpdesk** will be available where delegates can go to ask any court specific questions or for general help and advice.

**An information desk** where delegates can give us any suggestions or feedback, pick up the latest information on benefits and talk to John

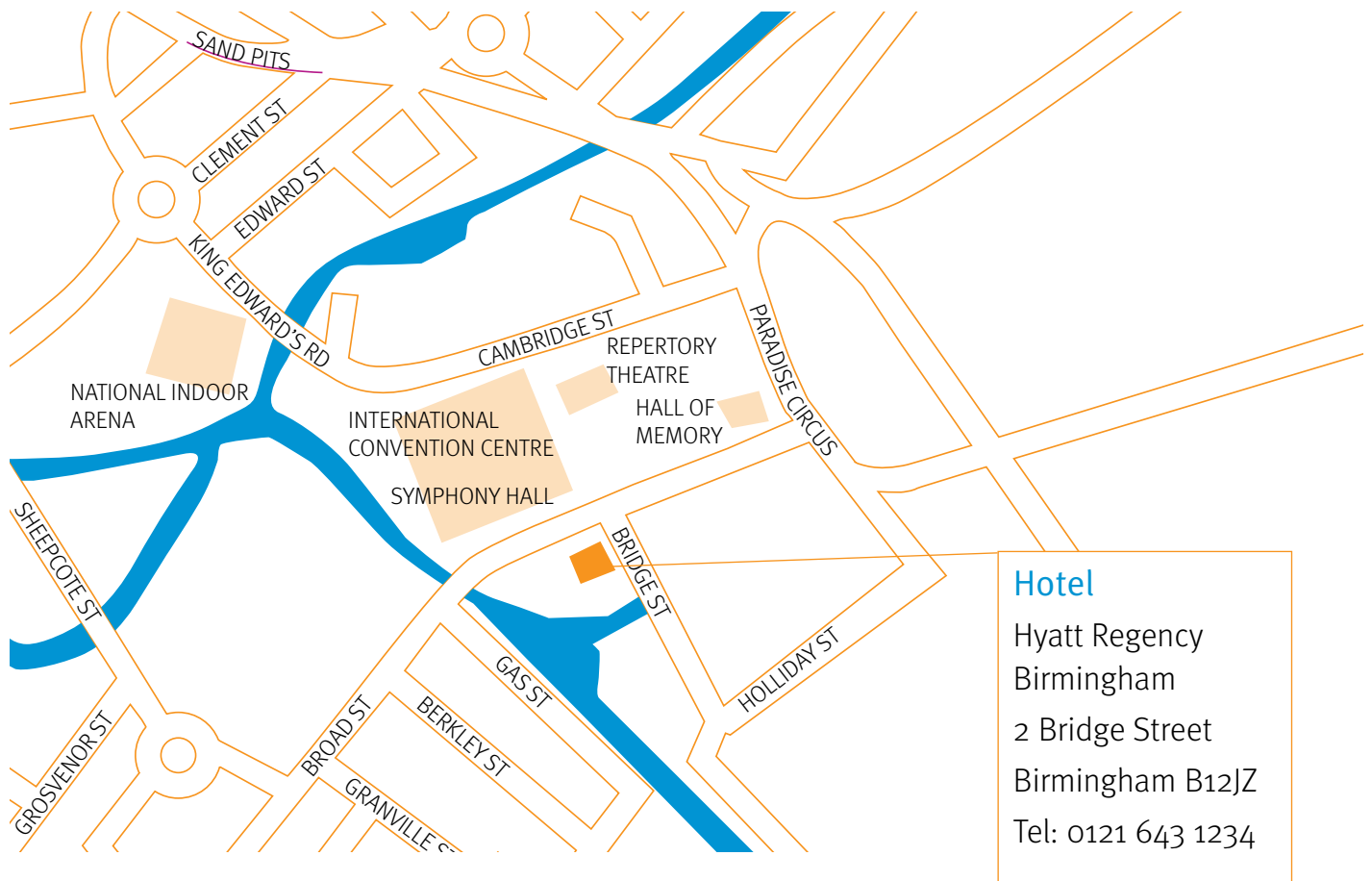
Robertshaw, one of our financial wellbeing managers.

**Service promotion stand** – come and find out what services Housing 21 can offer.

**Get involved stand** – find out more about resident partnership and how to get involved.

**Live Active displays** – read some inspiring stories about the fun people are having on our courts.

# Map and directions



## DIRECTIONS

### From Birmingham New Street Station

The taxi rank is located outside the main entrance of New Street station. It will take approximately 5 minutes to get to the hotel by car.

### To walk

It is a 15 to 20 minutes walk to the hotel. Exit Birmingham New Street station by escalator to go through the main entrance of the Pallasades Shopping Centre. At the top of the escalator turn left, follow the walkway and turn right at the Perfume Shop. Carry on walking to the bottom of the ramp. Turn to your left at the pedestrian crossing into New Street. Follow the street signs for International Convention Centre (ICC) past Victoria Square and through the Forum/Central Library building. The hotel is located next to the ICC.

### From the south

By car: Follow signs to M1 North. Follow M1 until you get to Junction 19 (M6). Branch left to join M6 (signposted The North West). At Junction 6 (A38/A38 (M)/A5127) join the A38 (signposted B'ham Centre). Keep on A38. Follow signs to the International Convention Centre (ICC) and National Indoor Arena (NIA).

By train: Trains depart from Euston Station to Birmingham New Street Station every 30 minutes. Once in Birmingham New Street, follow transfers and direction above.

### From the north

Follow signs M6 South.

At junction 6 join A38 (signposted B'ham Centre) continue as for 'From South.'