

Programme



Preparing for the Social Housing White Paper? Let HQN help you peer review your approach Wednesday 13 October 2021

We all recognise the importance of the Social Housing White Paper for the housing sector. Lots of you have told us you are busy preparing for it and putting together your plans. You don't need to do this alone. HQN is here to help.

On the back of our very popular toolkit we are running a series of practical workshops. It's a great opportunity for organisations to get together to share approaches and best practice under the expert guidance of Roger Jarman, HQN associate and author of the toolkit and Lydia Dlaboha, HQN's deputy CEO who heads up HQN's service improvement work.

The first session (held virtually) will be on Wednesday 13 October to consider and explore the way in which organisations are tackling their self-assessments.

10:00 Welcome and introduction

10:25 Sharing approaches to addressing general requirements of SHWP:

- Governance issues,
- Renewed focus on consumer services,
- Recording, monitoring and reporting
- Evidence gathering
- Resource issues
- What's working and what isn't

10:55 Break

11:05 Specific issues associated with addressing the six provisions in the SHWP:

- Safety
- Performance measurement/reporting
- complaints
- New consumer regulation framework Including inspection
- Resident engagement
- Decent homes

12:00 Closing remarks and conclusions on the way forward, what HQN can do to support

12:15 Close

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EVENTS

Meet our speakers



Lydia Dlaboha, HQN's deputy, CEO

Lydia joined HQN in 2007 and is currently the Deputy CEO. Her background is in housing management – both general needs and supported. She has worked extensively as a consultant on a wide variety of performance improvement projects. In her current role Lydia has responsibility for overseeing all of HQN's work and for quality assurance in particular. She spends the majority of her time talking to HQN members to make sure that our service meets their needs, and on consultancy-related work.



Roger Jarman, HQN Associate

Roger Jarman is an Associate with the Housing Quality Network where he provides consultancy services; leads training programmes; and writes on housing regulation and other matters. He is also a Non-Executive Director of two housing organisations. From 1991 until 1999 he was Head of Housing Management at the Housing Corporation and then from 1999 until 2011, he was Head of Housing at the Audit Commission overseeing the 1400 housing inspections undertaken by the Commission during that period. He was a member of the team that produced the Cave Review of social housing regulation in 2007. He is leading a range of training sessions on the White Paper proposals for HQN over the next few months.