

'Breaking the Mould'



tenant
participation
advisory service

Scotland's participation experts

TPAS SCOTLAND HOUSING PROFESSIONALS CONFERENCE 2019

25th - 26th September, Apex Hotel, Dundee



*The friendly
event for your
conference
calendar!*

This event, is aimed at officers either full or part time, working in tenant participation or community engagement, come along learn and share interests and good ideas for engaging your tenants/residents.

This event provides an exciting opportunity to build skills, explore issues and learn from interesting speaks as well as sharing good ideas with colleagues from throughout Scotland.

Day 1: Wednesday 25th September

Delegates will hear from David Wilton, Chief Executive of TPAS Cymru, on Digital Participation Techniques, and how we can use the web for more than just surveys and newsletters.

Following lunch, delegates will be taking part in an afternoon session delivered by Blue Sky Experiences (www.blueskyexperiences.com). This session will concentrate on Positive Change: Communicating and Leading Change and will inform, challenge and enable delegates in their role of assisting customers to engage and lead change.

At a time of change in so many housing organisations, supporting those involved and affected by change is an increasingly vital role. Delegates working in groups will take ownership of different parts of the Change Process and explore:

- Types and drivers of change
- Why some resist change
- Leadership qualities
- Emotions and reactions
- Who holds the power?
- Communicating change
- Action planning

Day 1 will close with a relaxing session for delegates before dinner.

Day 2: Thursday 26th September

Delegates will get to hear from Michael Cameron, CEO of the Scottish Housing Regulator, where Michael will be discussing the new regulatory regime including Assurance Statements.

Following this keynote session delegates will be able to choose from a series of workshops:

- **Participatory Budgets** – Scotland's Guide for Local Authorities and Housing Associations – delivered by Alan Budge from PB Scotland
- **Linking equality** – exploring links between equality in service delivery with equality in engagement – delivered by Dr Stewart Montgomery, Montgomery Consulting Services
- **Rent setting and affordability** – delivered by Aileen Muir, South Lanarkshire Council
- **When governance goes right** – the tenant journey – delivered by Stacy Angus, Osprey Housing
- **Mentoring for all** – delivered by Scottish Mentoring Network
- **Mindfulness** – by Martin Stepek – Ten for Zen

HOUSING PROFESSIONAL CONFERENCE COSTS: MEMBERS: £400 | NON MEMBERS: £500

Includes 2 lunches, dinner and overnight accommodation on 25th September. To book or for further information please contact Elaine Scoular on **0141 552 3633** or elaine.scoular@tpasscotland.org.uk

