

CHIC CONFERENCE & EXHIBITION 2025

HOUSING MATTERS NOW

Making Communities Work - Decent Homes & Contented Residents

Chaired by: **Vicky Spratt**, Journalist
Helen Scurr, Director, ARK Consultancy
Fleur Hemming, Estates & Stewardships Manager,
Bournville Village Trust
Kai Jackson, Tenant Advisory Panel, BCHG

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CHIC Conference

**Making communities Work
Birmingham City Council**

SHDF Programme

Project Objectives

- 1 Engage with those tenants occupying the 2076 homes and people living in the wider communities – to help shape the approach, lessons learnt and identify skills, training and employment aspirations.**
- 2 Providing tenants with information, advice and guidance - on energy efficient measures to help to avoid fuel poverty.**
- 3 Understand tenants needs - around accessibility and vulnerability issues including physical or learning difficulties.**
- 4 Promote the wider benefits of retrofit – through increased participation and engagement activities and awareness raising.**
- 5 Skills, training & employment - raise residents' awareness of education, employment or training opportunities in the retrofit sector. As well as assessing the levels of interest amongst residents in increasing skill levels and qualifications.**



Retrofit Works



Collaboration with Community Groups & Local Stakeholders

**St
Basils**
Works with young people



FORS & BROMFORD
NEIGHBOURS TOGETHER

ARTS IN THE YARD
yardley arts forum

The
Active Wellbeing
Society



NORTHFIELD
Community Partnership

Jericho

bpcn
Birmingham PlayCare Network

 **Bournville**
Village Trust

**citizens
advice**

 **Sport
Birmingham**



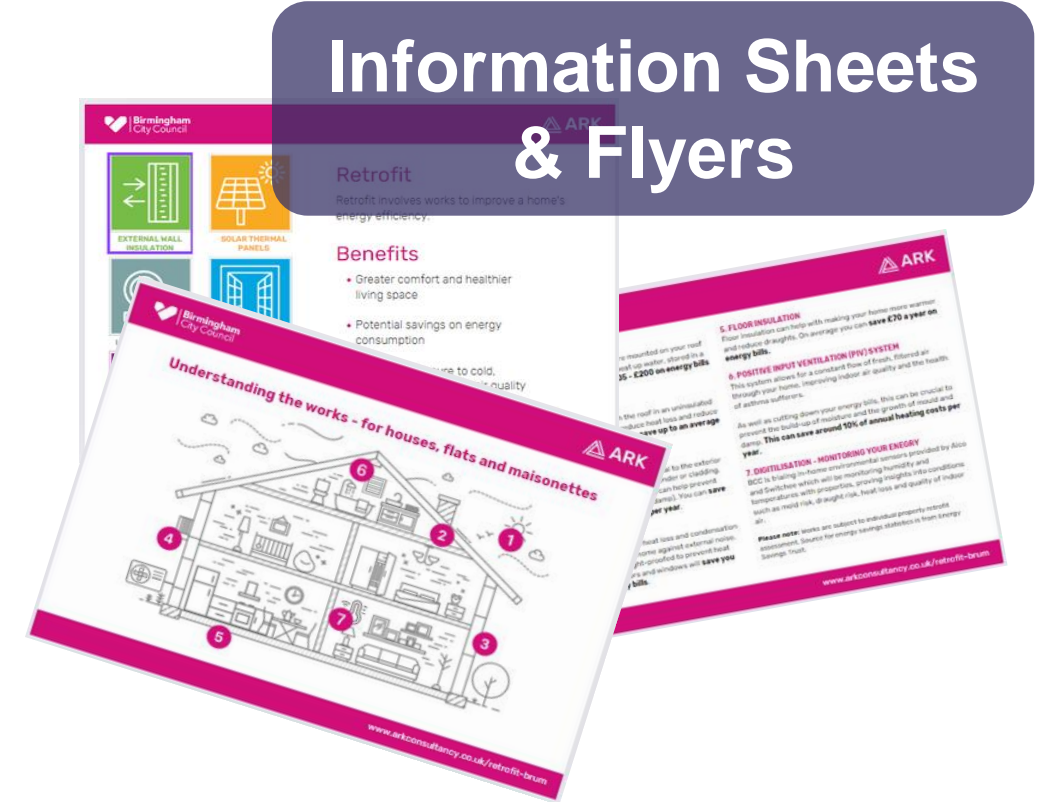
Tenant/Resident Activities



Display Boards



Newsletter



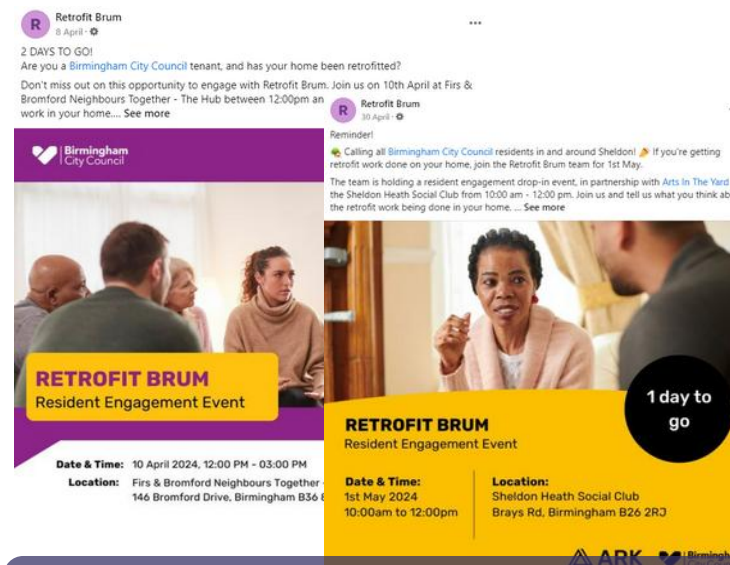
Information Sheets & Flyers



Post Cards



Microsite & FAQs



Social Media

...and more!



Something Different?

- **Identify estate champions and tenant advocates**
- **Facebook Live/ Virtual Village Hall**
- **The Active Well Being Service Bus**
- **Telephoning residents re non access**
- **Team Scheme – we are all in it together,**
- **Fortnightly update to stakeholders – share the calendar, activities, feedback.**
- **Profile raising - Birmingham Wide Community Event;**



Resident Engagement Events



Stakeholder Event – March 2025



Learning and outcomes:

- 1 Making a difference** - residents are happy with the works and fed back that their homes were warmer, they feel happy to invite people into their homes, they are saving money
- 2 Communication** - when planning regeneration programmes early and timely communication is required – mixed feedback in Birmingham
- 3 Understand tenants needs** - use your data to know your customers - protected characteristics and vulnerability issues should be a consideration.
- 4 Wider environment** – need to focus on communal areas, the external areas, ensuring that contractors are respectful of the property and people.
- 5 Housing Management Issues** – identified a variety of housing management issues, a quick response and action is needed – communication.



Observations & Learning:

6

Health & Wellbeing – Happier, increased confidence, improved health, better family relationships

7

Social Return on Investment – training, access to jobs, homes are warmer, people are saving money, reduced fuel bills



Thank you

**Helen Scurr – Executive
Director**

hcurr@arkconsultancy.co.uk





Aligning Assets & People for Success

CHIC 21st May 2025



Fleur Hemming
Estates & Stewardship Manager
Bournville Village Trust

Our mission

Creating and sustaining communities where people can thrive.



Our corporate aims

We achieve our mission through a number of distinct aims.



Place-shaping – Creating and sustaining thriving, well-designed and connected neighbourhoods that are well-managed and sustainable.



Community building – Connecting people and organisations together to develop diverse, strong and engaged communities.



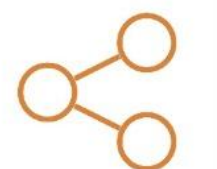
Championing people – Delivering support services and working in partnership with others to help all people thrive



Providing great homes – Providing safe and sustainable homes that meet people's needs and aspirations now and in the future.



Building organisational strength – Building a strong, focused, and resilient organisation driven by our values.



Inspiring, learning and sharing - Sharing our heritage and experience to inspire others, and listening and learning from those around us.

Our values

Everything that we do is guided by our values.



Partnership - We work with others to achieve great things.



Fairness - We treat people as individuals by exercising the right approach at the right time.



Quality - We are clear about what we do, and we do it well.



Integrity - We do the right thing.



Innovation - We look for new and better ways of doing things.

Working with our communities

Community building – Connecting people and organisations together to develop diverse, strong and engaged communities

Championing people – Delivering support services and working in partnership with others to help all people thrive

Partnership - We work with others to achieve great things.



We ask and we truly listen.

Case study: Lightmoor Village Delivery Group

The Lightmoor Village Delivery Group, a partnership with Telford & Wrekin Council, engaged with the local community to identify their top priorities for improving life in the village.

Through direct consultation, residents were asked to share what mattered most to them.

The top three community priorities identified were:

- Youth Provision – Creating more opportunities, facilities, and support for young people in the village.
- Road Safety – Addressing concerns around traffic, speeding, and pedestrian safety.
- A Local Shop – Establishing a convenient, accessible retail option to serve the daily needs of residents.

These priorities helped guide the neighbourhood action plan, future planning and collaboration to enhance community wellbeing and ensure that resident voices remain at the heart of what we do.





LIGHTMOOR VILLAGE JUNIOR YOUTH CLUB

**GAMES, SPORTS, CRAFTS, COOKING,
POOL, TABLE TENNIS & PS4!**

Meet up with friends, attend trips and
have a say in what activities you would
like to see in Lightmoor Village!

**EVERY WEDNESDAY
5:15PM – 6:45PM**

@Lightmoor Hall,
The Oak Tree Community Centre,
Lightmoor Way,
Lightmoor Village Centre,
Telford, TF4 3EG

**£1 entry
per week**

School
Yr 6 - Yr 8

For more info please contact Emma Brown: 07710 095798 or emma.b@sya.org.uk
Facebook: @LightmoorVillageYouthProject



Please scan this QR
code to complete
our membership



LIGHTMOOR VILLAGE SENIOR YOUTH DROP-IN

**GAMES, SPORTS, CRAFTS, COOKING,
POOL, TABLE TENNIS & PS4!**

A warm space to chat and hang out with friends,
take part in new activities, games and trips. Have
your say on shaping activities for young people in
the area...

**EVERY WEDNESDAY
7PM – 8:30PM**

@Lightmoor Hall,
The Oak Tree Community Centre,
Lightmoor Way, Lightmoor Village Centre,
Telford, TF4 3EG

**£1 entry
per week**

Yr 9
up to 18th
Birthday

For more info please contact Emma Brown: 07710 095798 or emma.b@sya.org.uk
Facebook: @LightmoorVillageYouthProject



Please scan this QR
code to complete
our membership
form







We ask and we truly listen.

Case Study: Lightmoor Village Estate Management Committee (LVEMC)

In 2021, significant changes were implemented to the structure of the Lightmoor Village Estate Management Committee (LVEMC) to strengthen resident representation and ensure that decisions reflected the voices of the local community.

The committee is now composed of ten members: eight residents of Lightmoor Village who are directly elected by their fellow residents, and two executive members from Bournville Village Trust (BVT).

In 2024, a contested election was held, resulting in the election of three new committee members and the re-election of one existing member. This outcome demonstrates continued resident engagement and the evolving nature of local governance in Lightmoor Village.

They make the decisions about the estates and stewardship services including;

- Considering and recommending the annual budget
- Approving an annual service plan
- Approving the annual planned maintenance programme.
- Receiving quarterly financial reports on expenditure against budget, estate management activities, community engagement and local partnership working and development in Lightmoor Village.
- Attend and reach decisions on alteration appeals against the Lightmoor Village Design Guide.





Thank you for listening

For tours, talks or visits please email
fleurhemming@bvt.org.uk



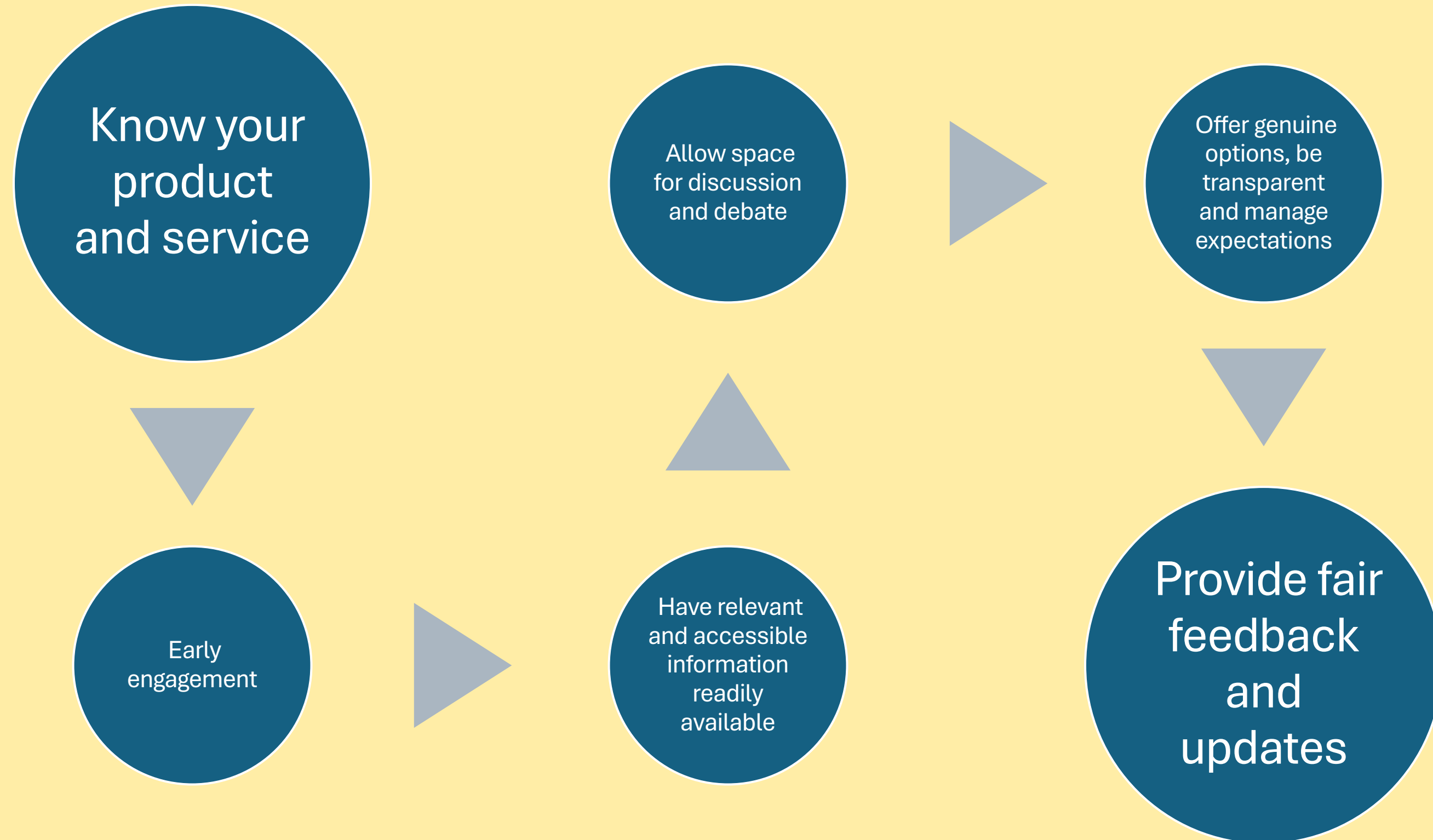
Introduction



- **Kai Jackson BSc (Hons) Psych Coun (Open), GMBPSS**
- Social housing tenant
- Chair of BCHG resident scrutiny panel
- Tpas Associate/ Consultant
- Tenant Advisory Panel (TAP) member (NHF)
- Parent governor
- Independent Committee Member
- Centre For the New Midlands Housing and Communities board member
- Trainee Board member
- Project author, **Is There a Seat at the Table: Ethnic Minority Voices in Tenant Engagement**

Aligning assets and people for success

Steps for consultation



Communication is key

Attitudes



All of this works if landlords are willing to work with tenants, **listen** to their voices, **act** upon recommendations, build **trust** and adapt a more **tenant inclusive culture**. Not everyone will like change, there could be resistance from both sides of engagement. There are a lot of moving parts (external contractors, family members, equipment).

Try to prepare for the unexpected.

**IF THE PLAN
DOESN'T WORK,
CHANGE THE PLAN
BUT NEVER THE GOAL.**

Unknown

Neighbourhood and Community Standard



2.1 Local cooperation

2.1.1 Registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must:

A) identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how those roles will be delivered; and

B) co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist local authorities in achieving their objectives.

How can your organisation help for the long term?

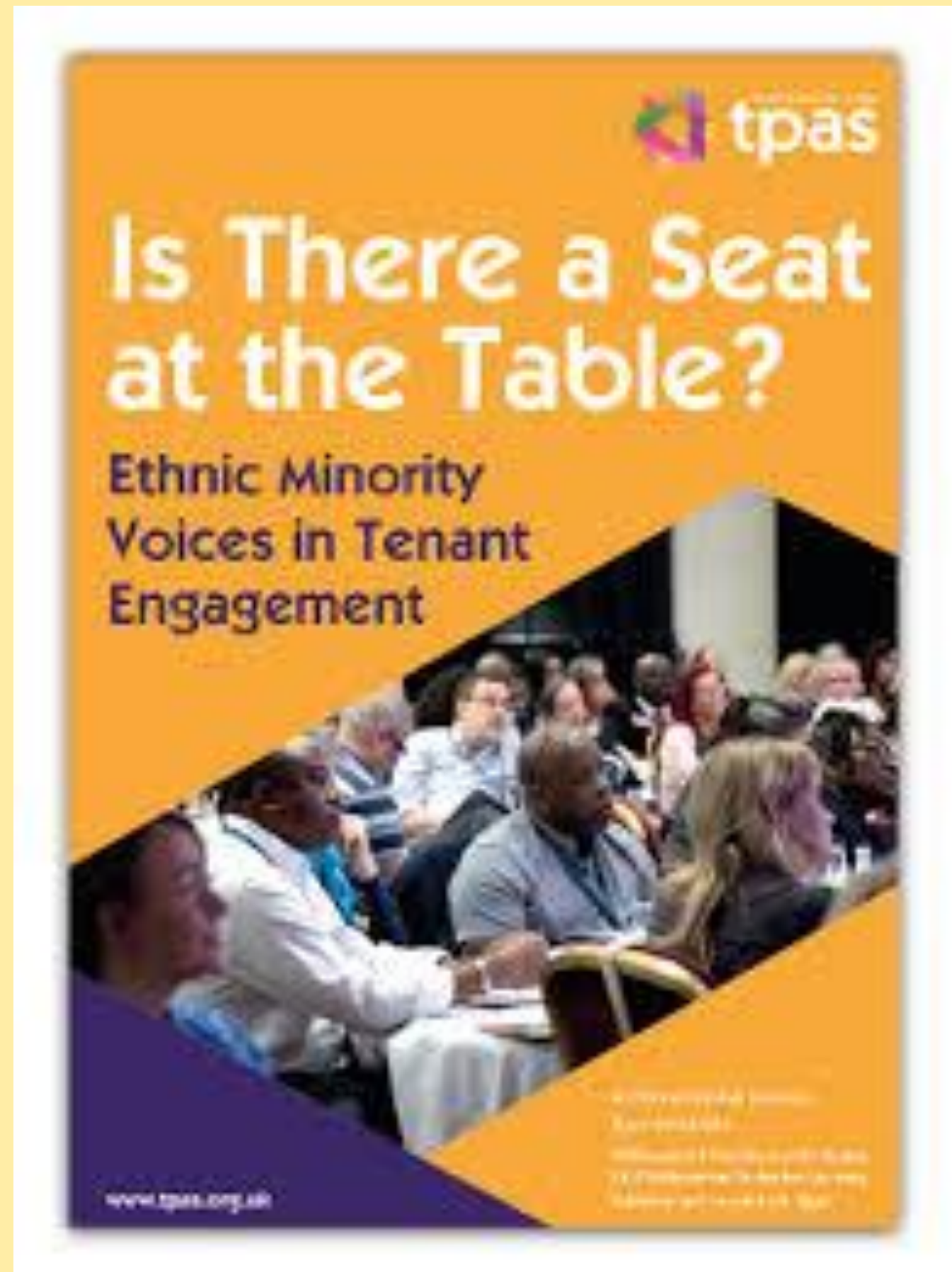


Good governance provides a framework for better decision-making. It permeates every level of an organisation, ensuring sustainability, promoting ethical conduct, and fostering stakeholder **trust**. Effective governance serves to align corporate strategy with societal, environmental, and economic goals, safeguarding the interests of all stakeholders while ensuring compliance with laws and regulations.

The core

Every single person in this country – irrespective of where they are from, what they do or how much money they earn – deserves to live in a home that is decent, safe and secure.

29 March 2022, Gov.uk



Report is now available to download at: www.tpas.co.uk and [Homepage - UK Collaborative Centre For Housing Evidence](#)

#HaveaSeatAtTheTable



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COMING UP:

11:00 – 11:45

Do Mergers Help Us To Build New Homes?

**Interview with David Wells,
Housing Plus Group**

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Do Mergers Build Homes?

Chaired by: **Vicky Spratt**, Journalist
David Wells, Executive Director of Customer Experience,
Housing Plus Group

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David Wells

Executive Director of Customer Experience,
Housing Plus Group





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COMING UP:

12:00 – 12:45

The Perfect Client

What Do Supply Chains Need?

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The Perfect Client What do Supply Chains Need?

Chaired by: **Vicky Spratt**, Journalist
Helen Scholar, Director of Strategic Partnerships, Jewson
Chris Chapman, National Account Director, Broad Oak

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COMING UP:

13:30 – 14:45

Net Zero Homes

25 Years To Go – Progress so far

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Net Zero Homes - 25 years to go
Progress so far?

Chaired by: **Vicky Spratt**, Journalist
Deborah Casey, Head of Growth, Homes England
Matthew Allcock, Retrofit Technical Lead, Baily Garner
Gemma Brooks, Energy Strategy Manager, Orbit Group

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Homes
England

The Housing and Regeneration Agency

Net Zero, New Affordable Housing and the Affordable Homes Programme



Deborah Casey- Head of Affordable Housing Growth- Midlands

Affordable Homes Programme (AHP)

- AHP is a grant funding programme administered by Homes England providing funding for new affordable homes in England excluding the GLA. The grant fills the gap to make developments viable and so the intervention levels differ.
- Currently at the tail end of the 21-26 AHP
- Awaiting an announcement expected in June to announce a new AHP
- Recent top up funding of £2b announced in April- bridge the gap in delivery. Start on site 25/26 or 26/27 completion by March 29.
- Funding Affordable and Social Rent, Shared Ownership, Rent to Buy
- VFM, Deliverability, Strategic Fit.

Setting an expectation

EPC A focus - NCHA

- Price for building regs baseline and EPC A – if EPC A can work, do it
- Over 500 homes now on site or completed delivering EPC A – majority of new sites hitting the hurdle
- Costs difference has come down – reduced by c2%
- Early design engagement makes big difference

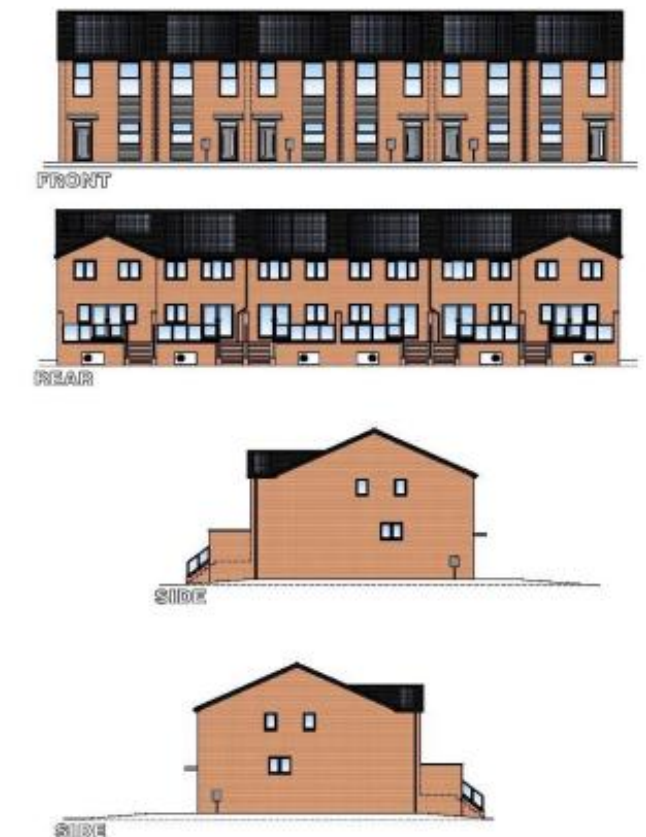
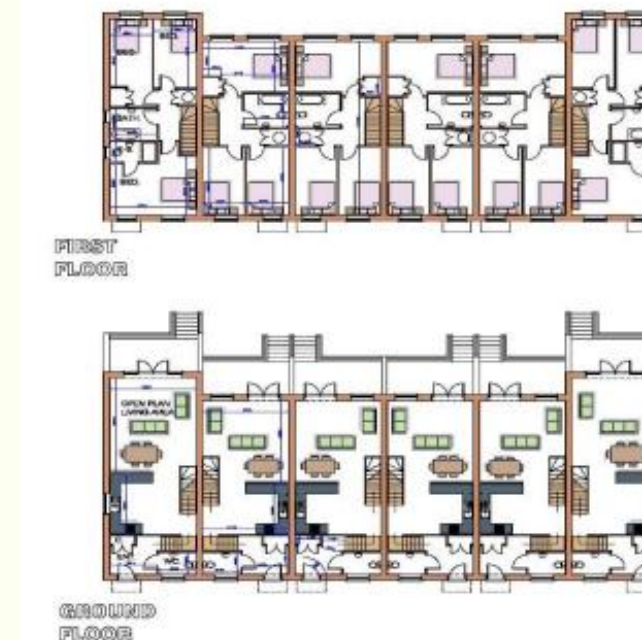


Prospect Place, Nottingham

Photo courtesy of NCHA

Delivering EPC – A rated Family Homes – City of Lincoln Council

- Development of 9, 3-bed, Social Rent family homes within the City of Lincoln on a brownfield site
- Will be the council's first EPC A-rated homes
- Built with a Fabric-First approach to reduce heat loss
- Highest specification resulted in higher costs for the Council. Homes England supported them via the AHP



Pilot and learn

Net Zero – ForHousing

- Apartments, houses and bungalows
- Planned to be Net Zero from the outset
- c£13k per home additional cost
- ASHP & MVHR
- Apartments needed different approach to houses and bungalows – electric storage heaters, traditional build vs timber frame
- Learning from the approach to improve spec going forward – including resident costs





Challenges...

- Increased cost
- Starting from scratch takes time
- Site layout
- Density
- Other investment needs
- Customer Equity
- Utility capacity

But the will is out there and it is happening!

RCGF- Flexibility for Decarbonisation works and energy improvements to existing stock

Decarbonisation works/Energy efficiency improvements was added as a permitted use in Feb 2024

9 applications and £1.3m of spend agreed to date.

Works included improved insulation, draught proofing, solar panels, triple glazing, and led lighting.

As a general guideline for this category we want to know:

- Will the use of RCGF improve the property's EPC rating? and/or
- How will the tenant benefit from these works ?
- RCGF can be used in conjunction with the Social Housing Decarbonisation Fund (SHDF)
- Devolution offers potential opportunities for future alignment of funding pots



Homes
England

The Housing and Regeneration Agency

Deborah.Casey@homesengland.gov.uk

[gov.uk/homes-england](https://www.gov.uk/homes-england)



25 years to go – progress so far?





Matthew Allcock MRICS
Baily Garner LLP

Associate Partner

Retrofit Technical Lead

Chartered Building Surveyor

Retrofit Coordinator of the
Year 2025

- Net Zero by 2050? The Brief
- New Homes
- Retrofit
- Questions



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skills

retrofit

performance gap

affordable warmth

all homes carbon neutral

what still needs to be done

rethinking new homes

journey to Net Zero

social landlords

customer satisfaction

funding

maintenance

long term asset management strategies

investment programmes

new technologies

Net Zero by 2050? The Brief



Ministry of Housing,
Communities &
Local Government

The Future Buildings Standard

Consultation on changes to Part L (conservation of fuel and power) and Part F (ventilation) of the Building Regulations for non-domestic buildings and dwellings; and overheating in new residential buildings

Energy Efficiency Rating

Very energy efficient - lower running costs

(92 plus) **A**

(81-91) **B**

(69-80) **C**

(55-68) **D**

(39-54) **E**

(21-38) **F**

(1-20) **G**

Not energy efficient - higher running costs

Current	Potential
80	80

Five Key Priorities

The Roadmap has identified five key priorities which government and industry need to support and implement across the sector in order to deliver Net Zero for the built environment:

1. **Nation-wide retrofitting of existing homes.**

To transform UK housing so it is efficient, warm, and cheaper to heat, whilst phasing out fossil fuel heating.

2. **Energy performance disclosure for non-domestic buildings.**

To ensure that real-world performance of assets is visible to the market, and can influence asset valuation, market transactions, and management decisions.

3. **Adoption of a design for performance approach.**

To shift away from the theoretical “notional building” approach and to focus on how energy intensive buildings will be built in practice, alongside other key net zero enablers such as peak demand limits.

4. **Whole life carbon measurements and agreed limits.**

To start with mandatory measurement, followed by the phased introduction of embodied carbon limits for new buildings to reduce demand, alongside changes to planning and VAT to incentivise the re-use of existing buildings.

5. **National infrastructure investment based on the net emissions impact.**

To consider all forms of carbon, alongside a policy framework and investment to drive industrial decarbonisation of key construction supply chains.



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RETRO FIT?

Share of UK dwelling stock by age in 2017 (%) (Piddington et al., 2020)

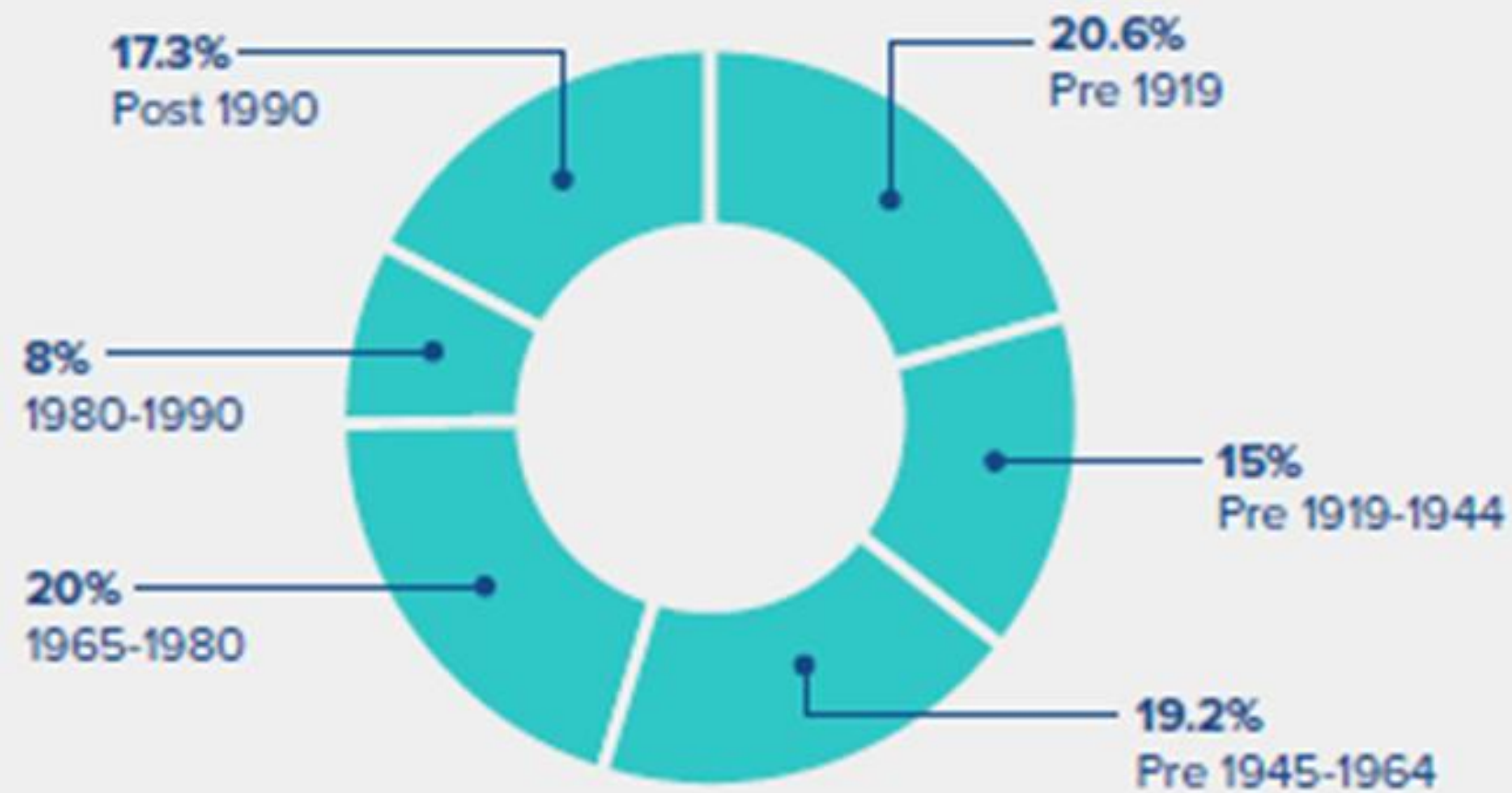


Figure 3 – Distribution of tenancy types in the UK



Owner-occupied	63%
Private rental	20%
Housing associations	10%
Local authority	7%

Source: <https://www.gov.uk/government/statistical-data-sets/live-tables-on-dwelling-stock-including-vacants>



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- Technical
- Financial/economic
- Social barriers among home occupiers
- Organisational issues within social housing providers
- Regulatory/legal

| BARRIERS

- A lack of user demand. Retrofit for energy savings is not an attractive consumer proposition for owners or occupiers
- A lack of clear and consistent government policy and actions that demand delivery of retrofit
- High costs and insufficient supply chain capability and capacity
- A lack of finance?

BARRIERS

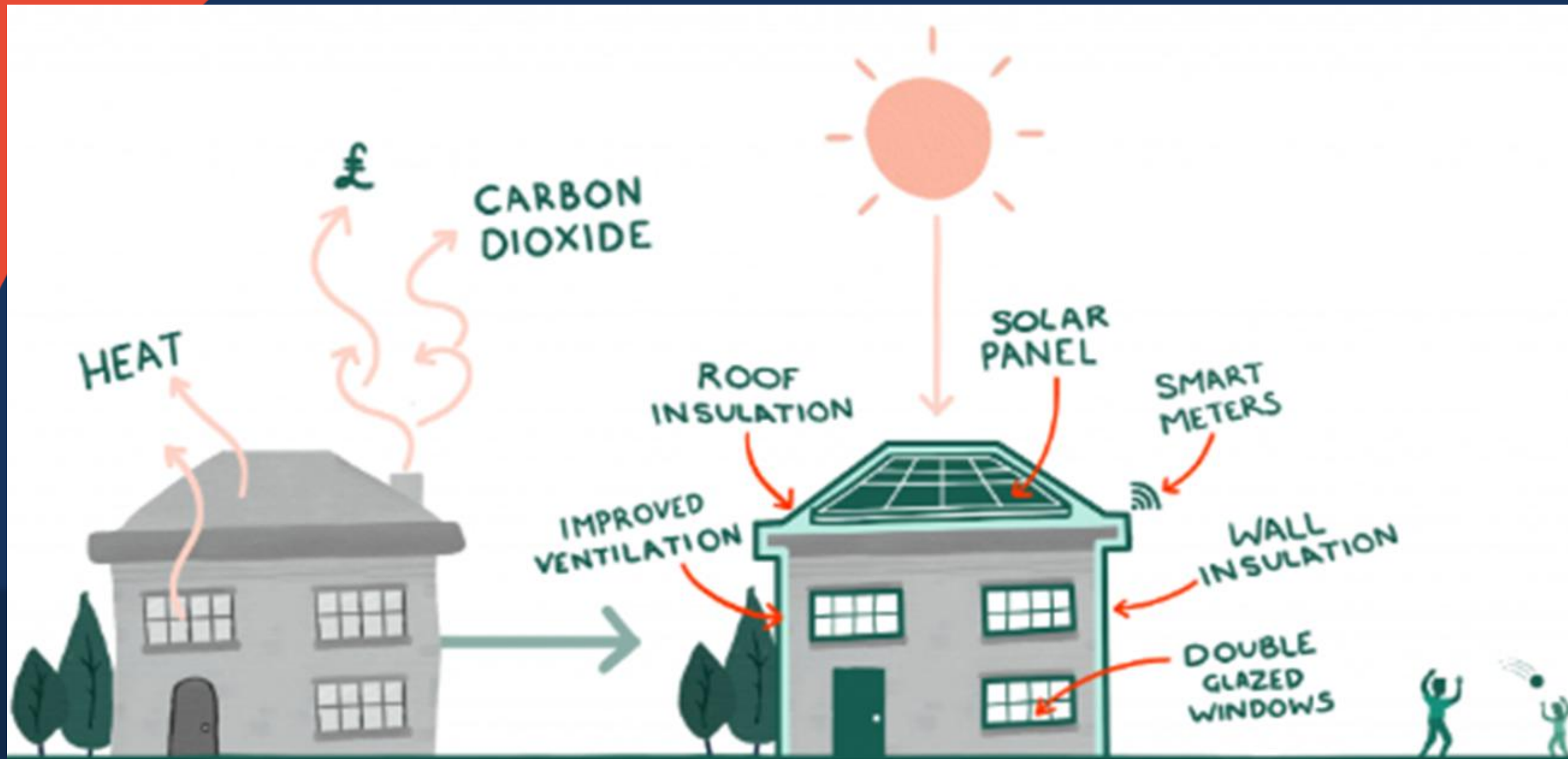
- Establishing a long-term plan
- Reducing costs and building supply chain capacity
- Engage with the consumers
- Encourage investment
- Community energy
- Citizens assemblies?

RECOMMENDATIONS



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Cost – the elephant in the room?

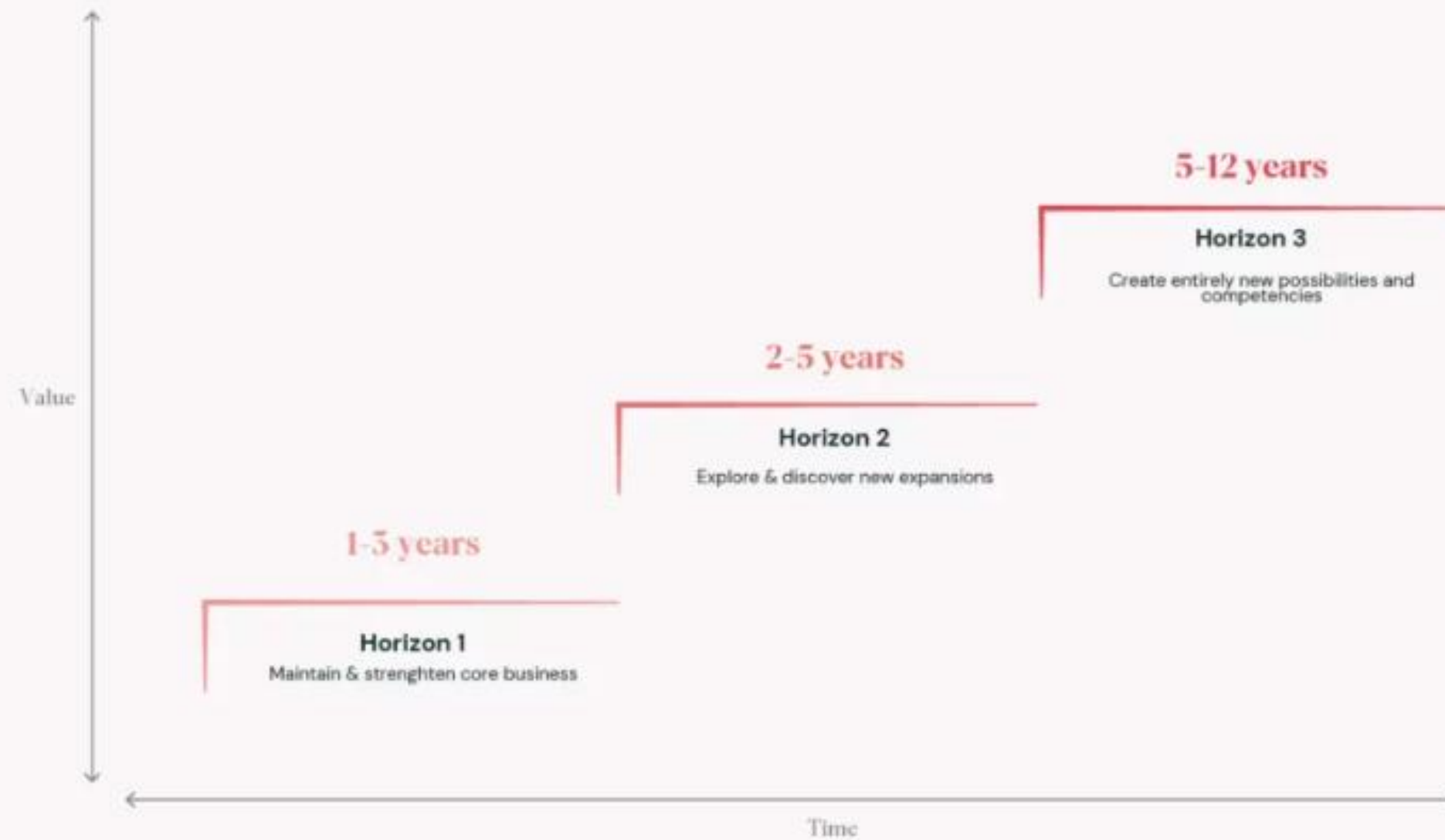






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| Broadening horizons



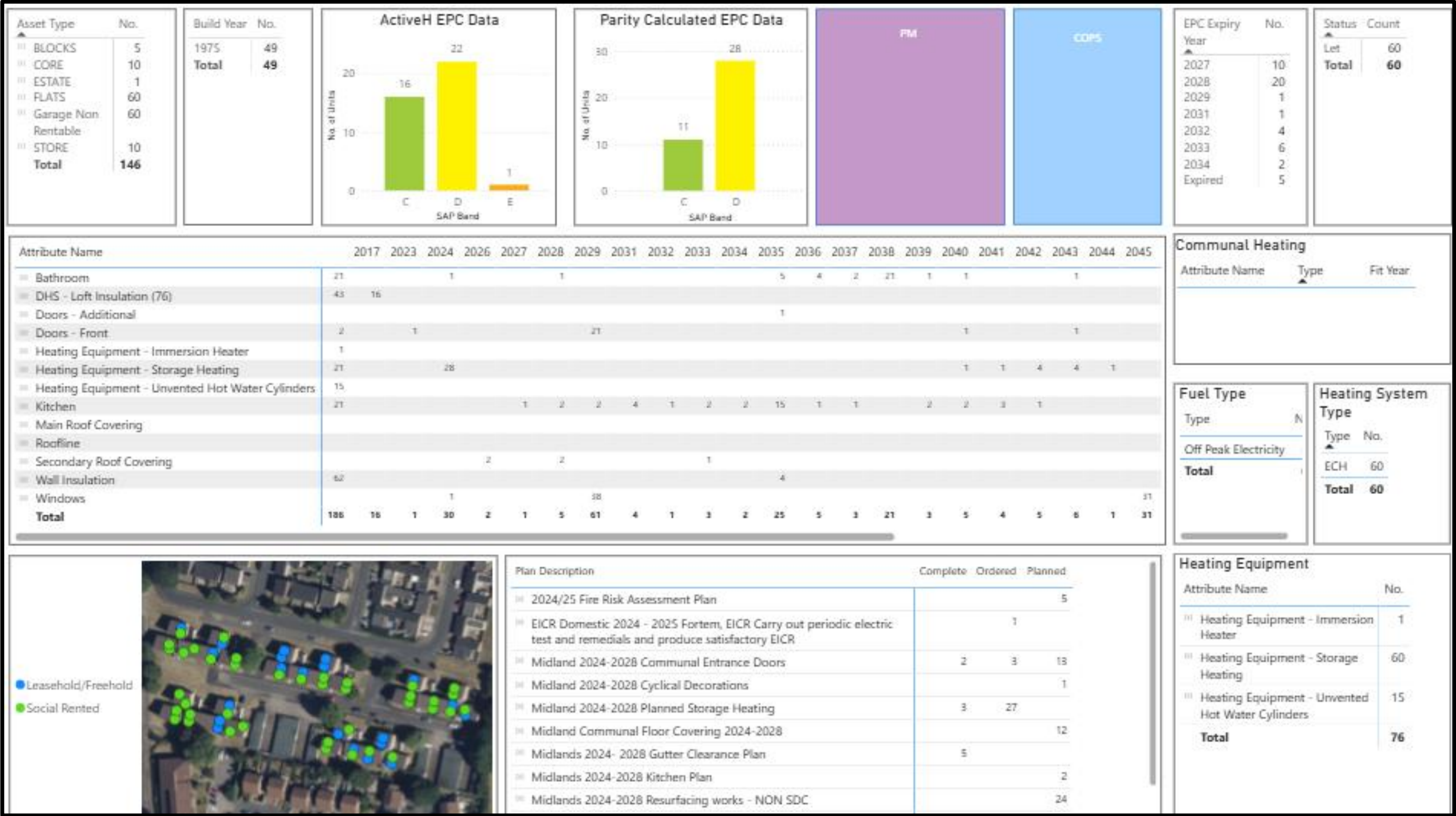
The 3 horizons model

Data Driven Retrofit: An Orbit Case Study

Gemma Brookes
Energy Strategy Manager



Orbit Investment - Scheme Based Data



Orbit Investment - Individual Property Data

EPC Link

Google Link

MyMaps

ActiveH EPC info

SAP Score

Band

Year

71

C

2018

Social Rented

Listed Grade (Blank)

Conservation Area

Not in a CA

AONB (Blank)

Property Age

1948

No. of Bedrooms

3

SCS Inspection

Savills

Inspection Carried out by

2018

Year

Block asset ref

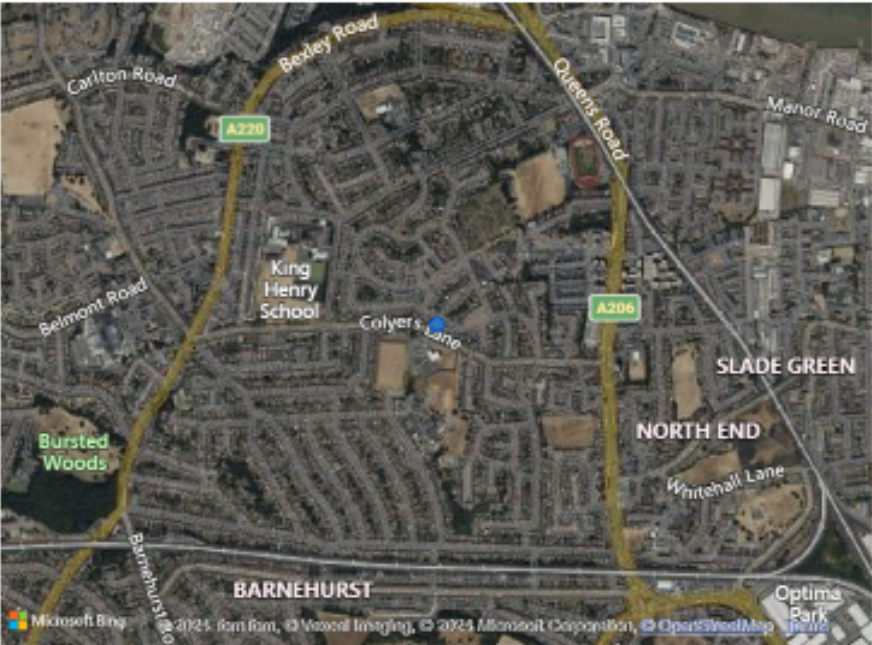
X

Block address

X

Microsoft Bing

© 2024 Intel Map, © Visual Imaging, © 2024 Microsoft Corporation, © OpenStreetMap



Project/Group

Number

PPM Program

Number

LA Strategy

Core (650+)

Parity Calculated Figure

SAP Score

SAP Band

72.43

C

PitchedNormalLoftA... Roofs

Gas: Mains Gas

100% Double glazin... Glazing

Main Fuel

Boiler: A rated Heating

SystemBuilt: External Walls

Click scheme code below to activate drill through buttons

00863 Lesney Farm Houses

Property Passport (EPC C)

Scheme Detail

Attribute Name

Type

Fit Year

Replacement Year

Bathroom

Bathroom - Bath Only/no shower

2013

2046

DHS - Loft Insulation (76)

UP TO 199MM

2011

2018

Doors - Additional

UPVC

1989

2029

Doors - Front

Composite

2009

2039

Heating Equipment - Boiler

Condensing boiler

2017

2032

Kitchen

Premier

2013

2035

Main Roof Covering

Concrete Tiles

2005

2028

Main Wall Structure

PCC Panels

1948

Roofline

UPVC

2012

2041

Wall Insulation

EXTERNAL WALL INSULATION NON CAVITY

2017

Windows

DG UPVC

2000

2031

Plan Description

Status

South 2024-2028 Cyclical Decorations

Ordered

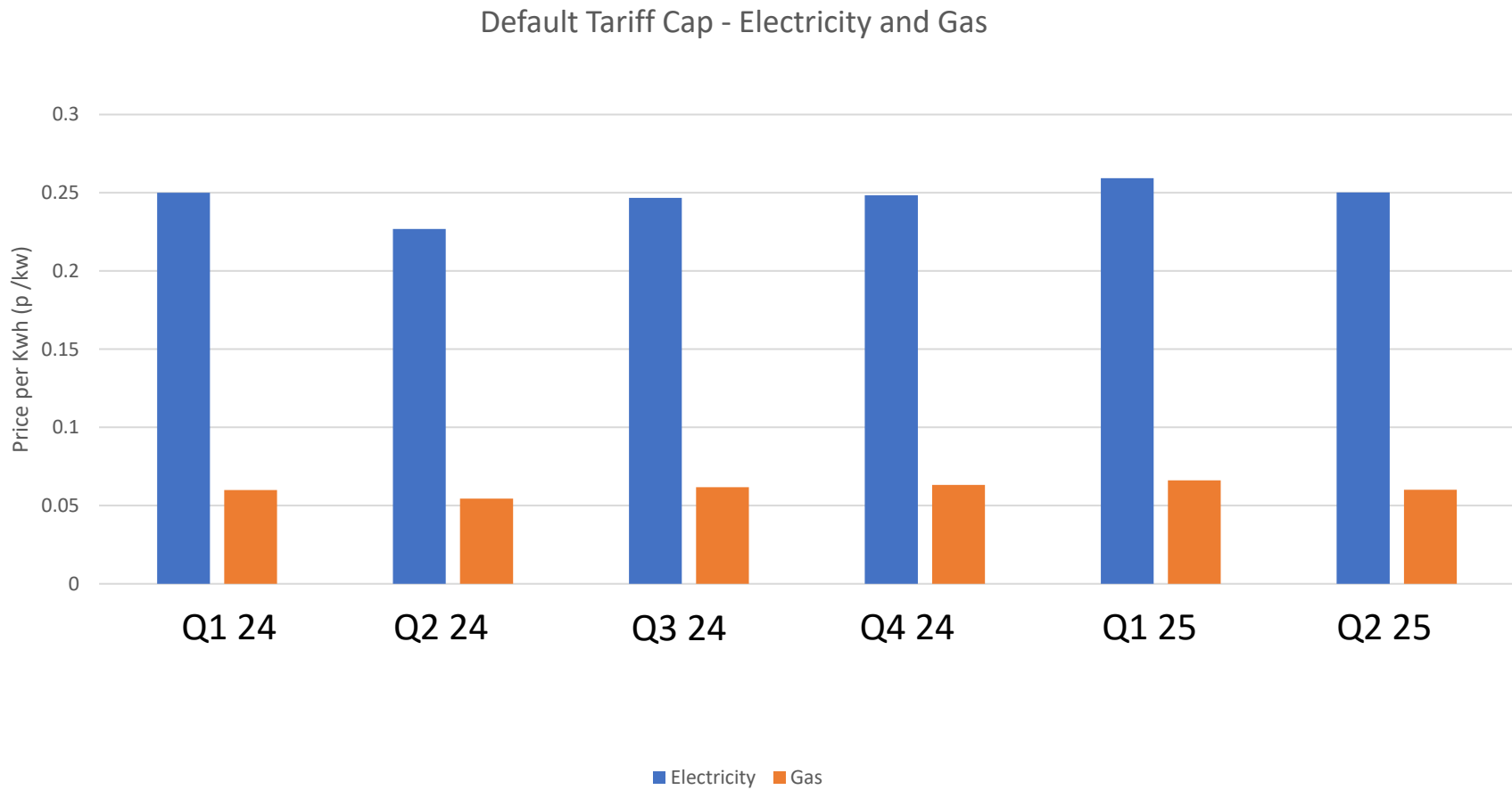
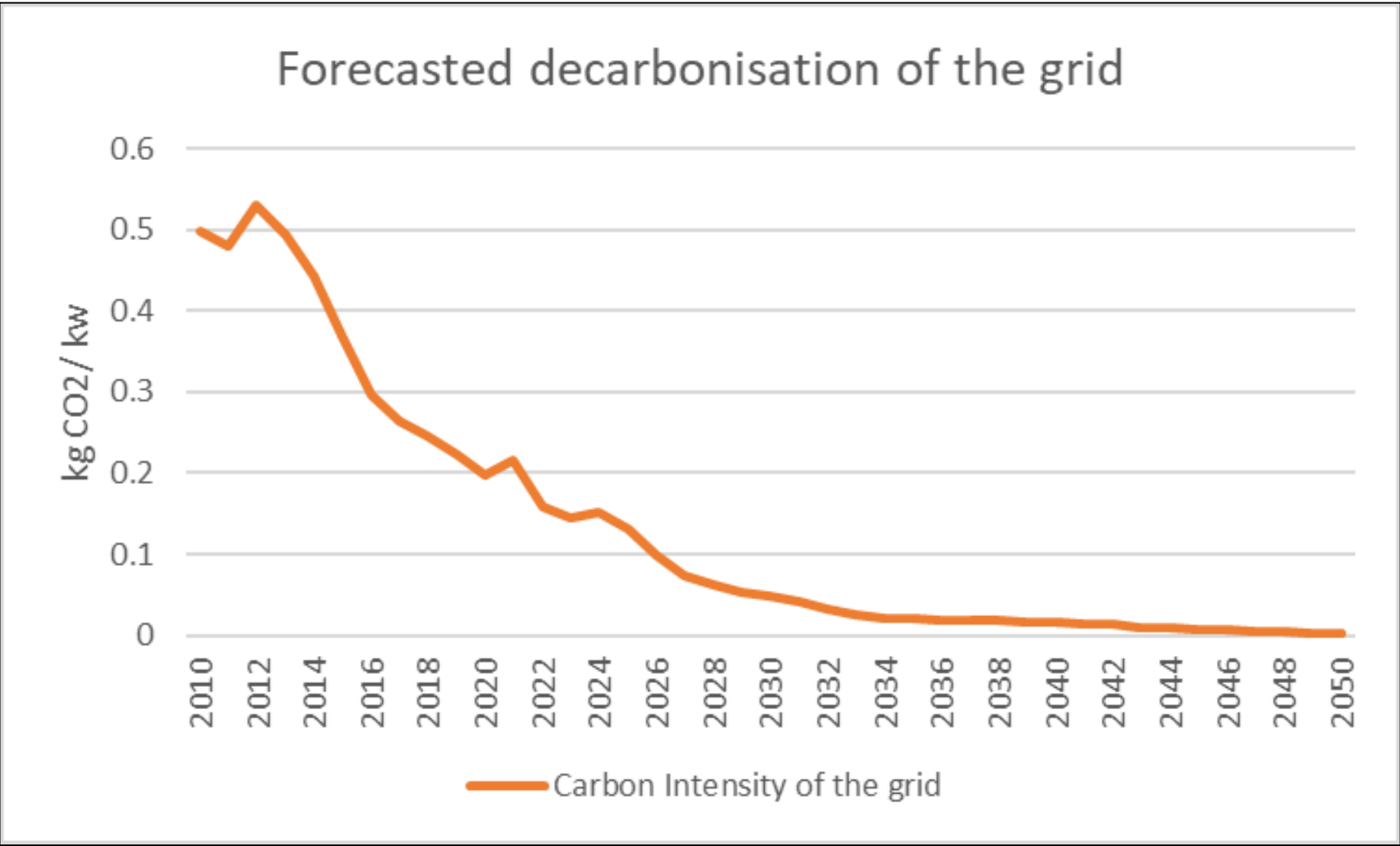
South 2024-2028 Resurfacing Works

Planned

South/East 2024-2028 Pitched Roof Plan

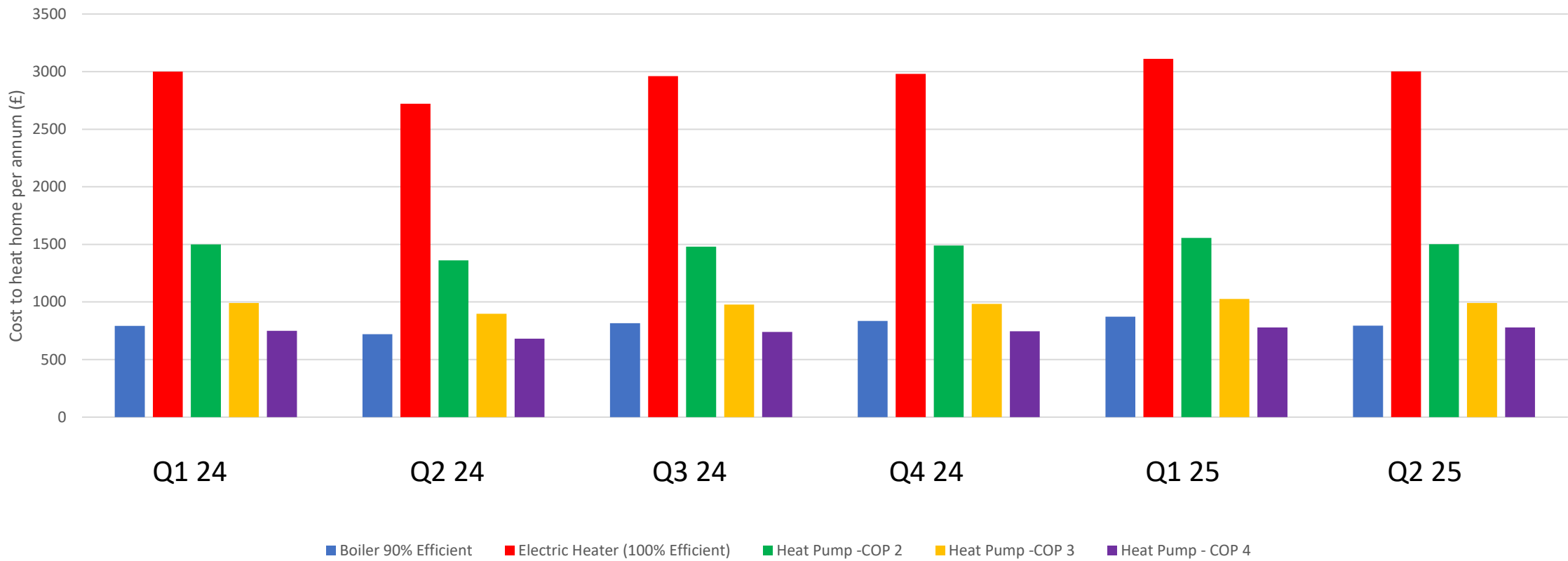
Planned

Decarbonisation and Customer Affordability

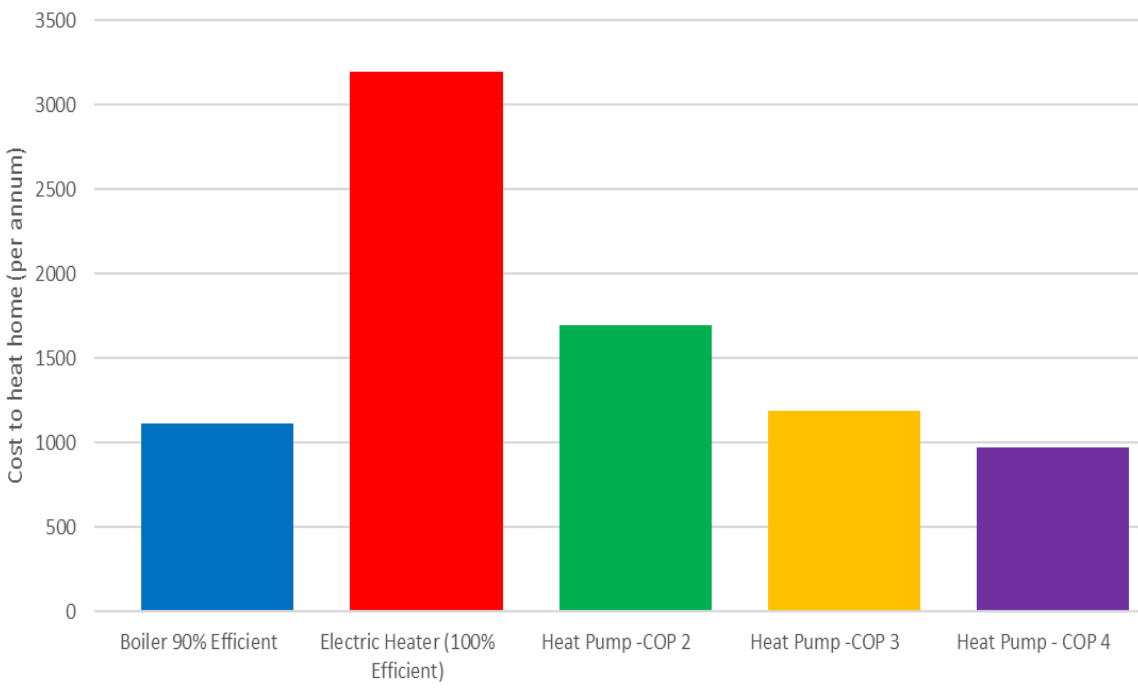


Translating this for our customers....

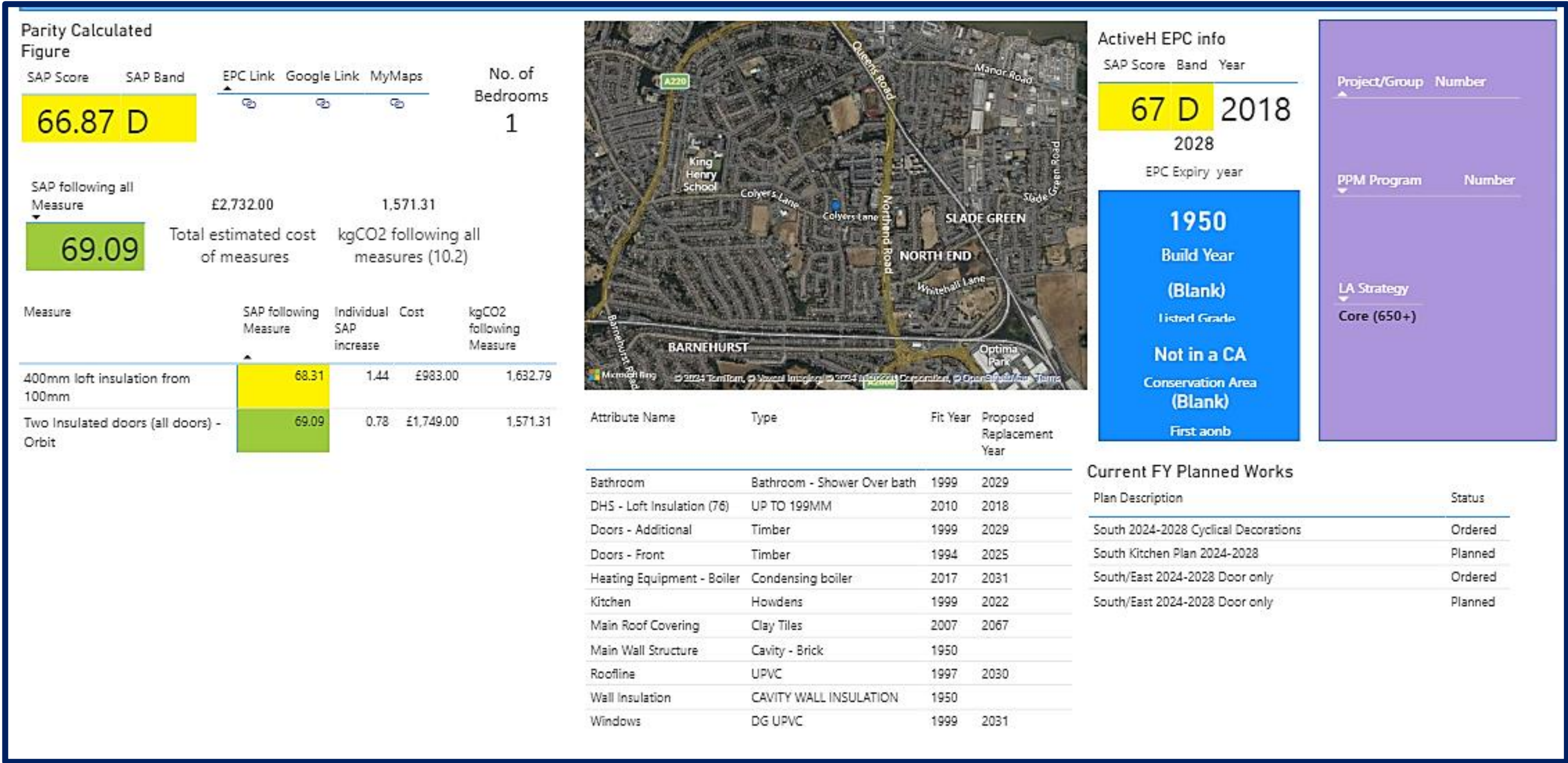
Heating Systems and Efficiency Comparison - Based on Default Tariff Cap



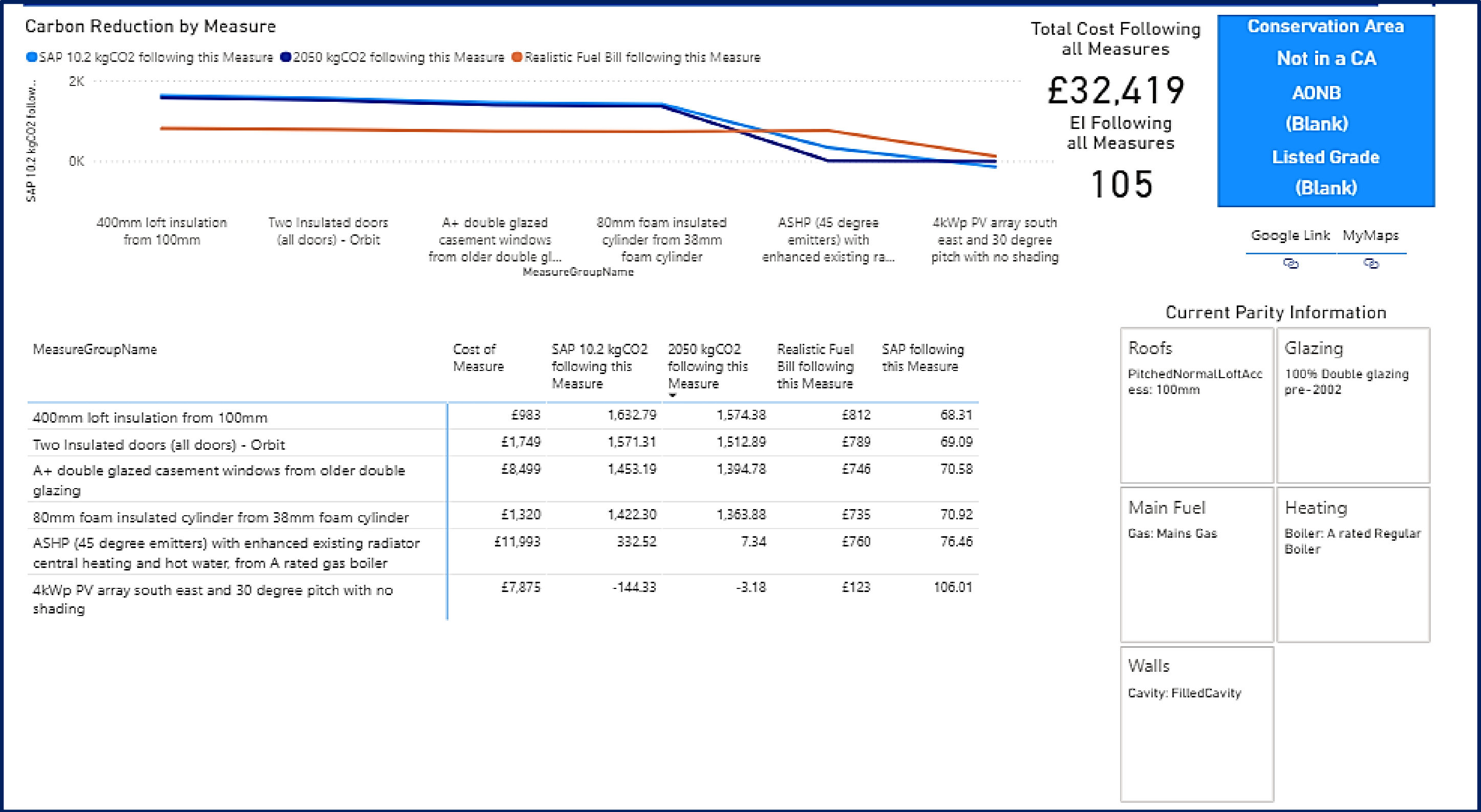
Heating System and Efficiency Comparison (including standing charge)



Using and presenting data – Property Passport EPC C



Using and presenting data – Property Passport NZC





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COMING UP:

15:30 – 16:15

**What Does Added Social Value
Really Look Like?**

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WHAT DOES ADDED SOCIAL VALUE LOOK LIKE?

Chaired by: **Vicky Spratt**, Journalist
Samantha Hine, Social Value and Inclusion Manager,
Housing Plus Group
Heather Lawson, Communications and Impact Lead, HACT

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Social Value at Housing Plus Group



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