**KHG Events – 2024 planning**

**Consumer Standards in Social Housing**

**Purpose**: to provide clarity on what organisations need to do and explore challenges and solutions in each Consumer Standards theme.

**Content:** the cultural shifts; data; communication with tenants; Equality, diversity and inclusion.

**Format**: Online interactive event including speakers on each theme, workshop, roundtable and breakout sessions.

**Timing:** To be held in February or March 2024, half day event.

**Audience** – KHG members that are social landlords, also non KHG member social landlords.

**Fire safety in sheltered housing**

**Purpose:** to raise awareness and provide frontline staff support, to reiterate information on fire safety and to empower them to speak to tenants about fire safety and. It will provide clarity on the difference between sheltered and supported housing. This is not a training event.

**Format and content:** Online event on Teams, to be delivered by Louise Burford of KFRS with Becs or Hannah presenting housing information. It will include:

* Competence of fire risk assessor
* Compartmentation
* Importance of fire doors
* Fire safety England Regulation requirements
* Evacuation strategy for these types of premises
* Maintenance (very broad overview – not detailed)
* Person Centred Fire Risk Assessments
* Bed bound residents

Q&A session to close.

NB – Louise is running this past her colleagues and will confirm the content soon.

**Audience:** Asset Management and Tenancy Management sub groups but will open invitation to all KHG members. Officer level – frontline staff who work in sheltered housing.

**Proposed date:** January 29th/20th PM for 1.5hrs

**Hoarding in social housing**

**Purpose:** Provide a basic overview of the complexity of hoarding, sharing best practice and the challenges, with an outcome of broadening knowledge and reiterating partnership as key, and new ways of working.

**Format and Content:** Agenda still to be agreed but this will include:

* the hoarding framework, part of the self-neglect strategy, safeguarding
* procedures,
* responsibilities of staff (often no specific officers designated/trained to deal with hoarding
* challenges in dealing with cases
* supporting the tenants – what comes after the clearance? Share ideas of what works.
* Speakers, case studies and interactive sessions: mentimeter surveys, breakout sessions.

**Audience -** Frontline workers, all across the board, as wide as possible.

**Proposed date:** TBC Suggested best time is when the weather is improving as housing officers will be in a better place to deal with the cases (e.g. opening windows!) Week of 22nd April but would push this back to later in May in case of election.

Three hours, from 10:00am – 1:00pm, with a comfort break halfway through.