

# HELPING FRONT LINE STAFF FACE THE CHALLENGES AHEAD



NORTHERN IRELAND  
SOCIAL HOUSING

## PRACTITIONERS CONFERENCE

09 MARCH 2017

### WHO SHOULD ATTEND?

- // Housing Officers and Managers
- // Care and Support Providers
- // Staff involved in the provision of frontline services

### KEY TOPICS INCLUDE:

- // Delivering excellent customer service
- // Nudge Theory
- // Tackling doorstep lending
- // Dealing with vexatious complaints
- // PSNI information sharing
- // Managing professional boundaries
- // Lone worker safety
- // Resilience in the workplace

09 MARCH 2017 // STORMONT HOTEL, BELFAST

  
**NIJHA**  
NORTHERN IRELAND  
FEDERATION OF HOUSING ASSOCIATIONS





## WHY ATTEND?

Housing care and support practitioners play a key role in the delivery of great homes and thriving communities. However, pressures from the changing political and economic landscape such as welfare reform, funding freezes and service reviews, mean there are many challenges ahead for practitioners.

The 2017 NIFHA Practitioners Conference will explore how staff can continue to succeed in a complex, changing and challenging landscape, as well as addressing key operational issues such as lone worker safety, safeguarding and influencing customer behaviour.

During what promises to be a positively focused programme despite the challenges ahead, there will also be opportunities to network with colleagues and exhibitors, as well as the chance to get involved in in-depth and interactive break-out sessions.

The conference will be held at Stormont Hotel, Belfast, commencing at 9.15am (registration from 8.45am) and will end at 16:30.

## COSTS & BOOKING INFORMATION

### DELEGATE RATES

Member Rate £120 +vat  
Associates Rate £130 +vat  
NIHE Rate £130 +vat  
Non-Member Rate £140 +vat

### EXHIBITOR RATES

NIFHA Associates Rate £500 +vat  
Non-Associates Rate £620 +vat  
Charity Patners Rate £250 +vat

Book online  
[www.nifha.org/events](http://www.nifha.org/events)

## CONFERENCE PROGRAMME

### 08:45 Arrival and Registration

09:15 Conference Welcome  
Jennie Donald, NIFHA

09:20 The Big Picture: An Overview of the Strategic Environment for Housing  
Jennie Donald, NIFHA

09:40 Delivering Excellent Customer Service  
Ian Milligan, Nationwide Building Society

10:05 Positive Changes for People and Places  
Paula Quigley, Groundwork NI  
Kim Michael, Home Move Boxes

10:40 Nudge Theory: Influencing Customer Behaviour  
Richard Walker, Callidus Consulting

11:05 Break and Exhibition Viewing

### 11:35 Breakout Sessions

Tackling Doorstep Lending  
Chris Cupples, Christians Against Poverty

Dealing with Vexatious Complaints  
Melanie Dirom, Croftons Solicitors

Nudge: Putting Theory into Practice  
Richard Walker, Callidus Consulting

### 12:35 Breakout Sessions

PSNI Information Sharing Workshop  
Liam McPhillips, PSNI

Managing Professional Boundaries  
Fiona Scullion, MindWise

Tenant Participation: The Challenges and Opportunities Ahead  
Laura O'Dowd, Supporting Communities NI

13:25 Lunch and Exhibition Viewing

14:25 Digital Solutions: Transforming Housing, Care and Support Services  
Patrick McAliskey, Novosco

14:55 Lone Worker Safety  
Lara Wilks Sloan, Suzy Lamplugh Trust

15:25 Safeguarding: It's Everyone's Responsibility  
Adult Safeguarding, Health and Social Care Board

15:55 Developing Resilience in the Workplace  
Niamh Imbusch, High Performance Training

16:25 Conference Round Up  
Paul Armstrong, NIFHA



**GREAT HOMES  
THRIVING  
COMMUNITIES**

## FOR ENQUIRIES

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