**#VoiceAgencyControl**

**Annual Conference Programme 2024**

**Wednesday 31 January at SBARC Cardiff 9.30am-3.30pm**

<table>
<thead>
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<th>Time</th>
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<td>9.30 – 10.00</td>
<td>Registration, tea &amp; coffee</td>
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| 10.00 – 10.15 | **Welcome and today’s challenge for us ALL**  
Voice, agency and control in housing were raised as major issues at our last conference. While housing remains a major focus today, the issues of voice, agency and control are relevant in all foundational activities in the era of nature and climate emergency.  
Welcome: Karel Williams and Keith Edwards |
| 10.15 – 10.30 | **Voice, agency & control**  
Tenant’s view: things have to change  
Foundational view: voice as a foundational necessity  
Chair: Julie Froud |
| 10.30 – 11.00 | **Keynote – Hilary Cottam**  
Hilary is the author of Radical Help and a designer of reformed welfare services  
https://www.ucl.ac.uk/bartlett/public-purpose/people/hilary-cottam |
| 11.00 – 11.30 | **Session 1 – What’s going on in social housing?**  
Short reports on voice in housing with Q&A  
From: Merthyr Valley Homes, Clwyd Alyn or Cartrefi Conwy, Tai Calon TBC |
| 11.30 – 11.45 | Refreshment break |
| 11.45 – 12.15 | **Session 2 - What’s going on in health, care and education**  
Short reports on voice in various activities  
From: NHS, care provider and Wrexham University |
| 12.15 – 12.30 | **Breakout discussion - What's going on with you?**  
Where is your organisation at on saying and doing voice, agency and control?  
Facilitated by Jess Sylvester, Peoples Economy |
| 12.30 – 1.15 | Lunch |
| 1.15 – 1.45 | **Session 3 – Mechanisms for more effective voice with Q&A**  
Tenants voice at national level  
Leadership and training  
Panel chair: Keith Edwards |
| 1.45 – 2.05 | **Breakout discussion: what can you do in your organisation?**  
From rhetoric to action: how do we effectively put 'Tenants at the heart'  
Facilitated by Jess Sylvester, Peoples Economy |
| 2.05 – 2.35 | **Session 4 – Mechanisms for more effective voice with Q&A**  
Urban Rooms (Carolyn Butterworth, Urban Rooms)  
Virtual representation (TPAS) |
| 2.35 – 3.15 | **Breakout discussion: how can we act together?**  
Action: identifying priorities and collaboration  
Facilitated by Jess Sylvester, Peoples Economy |
3.15 – 3.30  What next? Immediate actions for ALL
Action: priorities and organisation for change

3.30  Close