

Digital Futures Club

Thursday 8 July 2021

Online

Programme

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| 09:30 | Arrival / online access |
| 09:40 | <p>Welcome and opening comments</p> <p><i>Arturo Dell, Club Manager</i></p> |
| 09:45 | <p>AI Housing Automation</p> <p>Our first session will explore how social landlords are already using automation and artificial intelligence to give residents greater choice and better support. Over recent months the UK Housing sector has experienced an unprecedented increase in online connectivity and digitalisation of tenant communications. In this session find out why now is the time to capitalise on these advances to improve resident engagement through websites and social media that tenants are using every day, with ultra-user-friendly technology.</p> <p>Kitty will also demonstrate Futr's conversation AI chatbot technology via WhatsApp as part of the session.</p> <p><i>Kitty Hadaway, Account Manager, Futr</i></p> |
| 10:15 | <p>Digital Inclusion – Working with social landlords to transform resident lives</p> <p>There is no doubt that the pandemic has accelerated digitalisation across the sector. In 2021, we continue to embrace the opportunities and benefits that digital solutions bring to enhance access to services and improve customer experience. In this session Matt will explore how through positive, innovative, and practical solutions working with housing associations across two skill levels of programme, you can empower people and communities to break down barriers to exclusion.</p> <p><i>Matthew Adam, Chief Executive Officer, We Are Digital- in partnership with one of their social landlord clients</i></p> |
| 10:55 | Comfort break |
| 11:10 | <p>Best practice group discussions session – breakout rooms</p> <ul style="list-style-type: none"> Free ranged debate on operational hot topics <p>Includes feedback from breakout groups</p> |

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| 12:00 | IoT in Housing |
| | <p>Three blocks of flats in Glasgow have become some of the most technologically advanced in Scotland following the completion of a public-private sector collaborative project undertaken by Maryhill Housing. In our final session we will hear about this extremely ambitious collaborative project which uses technology to increase digital participation, reduces the risk of fuel poverty, enhances fire safety and improves the lives of the people living in these properties. Explore ideas of how to implement the latest technology to benefit your customers.</p> <p><i>Paul Griffin, Business Transformation and ICT Manager, Maryhill Housing Association</i></p> |
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| 12:30 | Wrap up and closing comments |
| | <i>Arturo Dell, Club Manager</i> |