



3 & 4 July, London

Day 1: IET London, Savoy Place

Day 2: Trowers & Hamlins, London

The Knowledge Exchange Day (Thursday 4 July)

The Knowledge Exchange Day will offer delegates the chance to explore in-depth specific topics through various workshops delivered by leading sector experts and is highly recommended for those wanting greater insight into the Housing-with-Care sector after the main conference day.

Each delegate will have the opportunity to attend up to four workshops from the list below.

The sessions will run as follows:

10:00 AM Registration and refreshments

10:30 AM Session 1

11:30 AM Session 2

12:30 Lunch

13:30 Session 3

14:30 Session 4

15:30 Final remarks & networking drinks

This Year's Workshops:

Planning for IRCs: Policy priorities for the next government

A new government is expected to adopt a new approach to planning policy. As ARCO prepares to brief incoming Ministers, what should be the planning policy priorities for the IRC sector?

Join Iain Warner from Tetlow King and ARCO's James Lloyd to discuss this how things could change with a renewed emphasis on increasing delivery of IRCs and the day to day planning implications.

- Iain Warner, Senior Director, Tetlow King
- James Lloyd, Director of Policy & Communications, ARCO

Making Senior Living More Affordable for all: What the UK can learn from NZ

The seniors housing concept was proven in New Zealand by first addressing the mid-market, and is now starting to address the premium market. The UK IRC market is seeing the inverse, the concept is being proven by the premium product, with the mid-market yet to be cracked. Despite this inversion,

there are lessons to be learnt from the New Zealand market which we can adopt in the UK to aid the sector's development. In particular, having a clear understanding of the metrics that feed into affordability and tailoring a product that meets that criteria. Join the Knight Frank research team to delve deeper into the data.

- Luke Hastie, Associate – Seniors Housing
- Sam Heffron, Senior Research Analyst
- Andrew Sandison, Senior Research Analyst, Knight Frank

Ageing in place for Retirement Living operators

By embracing holistic wellbeing strategies, leveraging advanced technology, and implementing personalised care plans, retirement living operators can significantly enhance the quality of life for their residents. This seminar provides actionable insights and practical tools to help your community thrive, ensuring that residents can age in place with dignity, independence, and fulfilment. Join us in taking these steps forward to create a brighter future for retirement living.

- Kristen Parsons, Executive Director, Tiffany Village and Kenny's Pond in Newfoundland, Canada

Construction and Building safety – where are we now?

As the Building Safety Act 2022 regime comes fully into force, join us to discuss the latest challenges in construction, building and fire safety for the IRC sector at the development and operational phases – and how IRC operators can ensure they are meeting the highest standards.

- James Huckstep, Partner, Trowers & Hamblins LLP
- Rob Mumford, Partner, Gardiner & Theobald

Raising the Bar for IRCs

Join us as ARCO and leading IRC operators discuss the comprehensive regulations and high standards that IRCs must meet, [including consumer regulation, care and housing standards and more]. We will explore the challenges faced and share successful strategies to ensure excellence in integrated retirement living.

- John Hesford, Compliance Engagement Manager, ARCO
- Amy Herbert, Operations Director, Untold Living
- Richard Keeley, Housing & Resident Engagement Manager, ECCT

Sharing best practice for increasing sales velocity

Equip yourself with essential best practice skills and techniques to optimise your occupancy rates and boost revenue. This workshop covers the critical two areas of generating quality leads and converting them efficiently. Ideal for operators and investors seeking improved sales rates and better IRR. Enhance your approach, reduce stress, and achieve superior results from award-winning later living expert, Ali Powell from Commercial Acceleration.

- Ali Powell, CEO & Founder, Commercial Acceleration

Energy regulation and net-zero carbon IRCs

In this workshop, legal and sustainability experts will discuss the issues arising from decarbonisation, ESG, and energy regulation and supply in the IRC sector, including the experience of developing IVG's Millfield Green net zero retirement community.

- Megan Coulton, Senior Associate, Trowers & Hamblins LLP
- James Wilcox, Head of Sustainability, Inspired Villages Group

Better Connectivity. Better Senior Living

In the age of digital transformation, residents' wellbeing is crucial. Join Wifinity, a managed internet service provider to Anchor, to discover how smarter connected technology can transform care delivery, empowering independent living. Our session covers operational solutions, scalable care models, and effective collaboration with managed service providers.

- Rafille Mir, Sales & Marketing Director, Wifinity

Ageing Without Children and Retirement Communities

The concept of the nuclear family, with man, woman and 2.4 children, is increasingly outdated – there are rising numbers of people ageing without children, far more blended families where families are formed from children from previous relationships, and increasing numbers of LGBT+ relationships and families.

Coupled with the fact that we are living longer as a society, this means that there is a changing need for housing solutions that support those without families, and that this is only going to increase.

This workshop will explore

- What does this group of people look like now, and what will they look like in the future?
- What will their needs and aspirations be, regarding their health, finances, wellbeing and community involvement?
- What are the opportunities for operators of retirement communities to support them?

- Paul Goulden, Head of Partnerships, ILC UK

Tech in the superageing societies of Asia

With the challenges (and opportunities) of demographic change higher up the agenda in many Asian countries, the use of technology in health and care is more innovative than in the UK. This session looks at some of the trends and innovations coming out of these markets, and will offer the opportunity for a discussion on whether we might see similar developments over here.

- Janice Chia, Founder & MD, Ageing Asia