

Leadership Summit 2025:

Designing for Change

3 – 4 December 2025

Day 1: Breakout session choices

Breakout session 1, 11:40 – 12:55

The role of AI in the homelessness sector

- Matt Harrison, Deputy CEO, Homeless Link
- Tom Cannon, Data Ecosystem Innovation Lead at Google and Homeless Link board member
- Chloe Moore, Senior Partnerships Lead, BEAM

We are all aware now of the potential impact of generative AI in our lives. But how can we best use this technology in our sector to help improve the services we deliver. AI offers the potential to reduce administrative costs and allow our staff more time for working directly with clients. In this session we will hear from BEAM about their Magic Notes software and how it is being used by over 30,000 staff across the country to automatically create effective and impactful notes from meetings and we will learn about other applications for AI in the health and social care sectors and the potential use of AI in our In-Form systems. We can then discuss the potential benefits and risks of this technology in service delivery.

Preparing for regulation in the housing sector

- Sophie Boobis, Head of Policy and Research, Homeless Link
- Fiona Colley, Director of Social Change, Homeless Link
- Catherine Hill, Director of Partnerships and Development, Emmaus UK
- Charlotte Talbott, CEO, Emmaus UK

From OFSTED and CQC to the Social Housing Regulator, Awaab's Law and the forthcoming licensing of Supported Housing, increasing levels of regulation is a certainty for our sector. While steps to improve standards are very welcome, regulation on this scale creates significant new challenges and burdens for homelessness organisations.

In this session you'll get an update from Homeless Link on the emerging regulatory landscape and hear from Emmaus UK about their peer research, Quality Standards and preparations for the regulation of Supported Housing. Participants will have the opportunity to share their experience and plans and to help shape Homeless Link's influencing and support plans.

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Are you surviving or thriving? Strengthening your organisation for difficult times

- Roger Clark, ex-CEO of West London Mission and Homeless Link Associate
- Pam Orchard, CEO, The Connection at St Martin's

In this session, we will share some of the most challenging, complex and risky situations we have experienced and encourage participants to do the same. Using our collective expertise, we will go on to explore what has helped us to overcome really difficult situations and what “robust” actually means in practice. Finally, we will look at how we can get our organisations onto the front foot, rather than lurching from crisis to crisis, so that we can thrive, not just survive.

Creative ways to increase access to housing supply

- Toyin Miller, Real Estate Relationship Director, Lloyds Banking Group
- Tania Marsh, CEO, The Society of St James
- Rob Saggs, CEO, CHESS Homeless

Establishing social and supported housing that is sustainable in the long term is difficult to achieve. It requires a strong financial strategy, developing partnerships based on trust and creative solutions that are ‘outside the box’.

This session will outline the support that banks such as Lloyds provide to homelessness and supported housing charities. CHESS Homeless will present a case study on their innovative modular self-build to support single people experiencing homelessness and their unique funding approach in partnership with the local authority. And The Society of St James will showcase their work to grow their housing stock by working in partnership with Abri housing provider and local commissioners in health and prison services.

You'll learn how different funding models and innovative solutions can lead to sustainable growth, expansion and financial sustainability and the impact this has had on individuals and the local community.

Breakout session 2, 15:30 – 16:45

The role of AI in the homelessness sector (see above)

Preparing for regulation in the housing sector (see above)

Are you surviving or thriving? Strengthening your organisation for difficult times (see above)

Financial strategies to future proof your services

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- David Judge, Chief Operating Officer, Community Ventures
- Richard O'Brien, Corporate Finance Manager, Triodos Bank
- Jaishree Mistry, Senior Relationship Manager Business Banking, Triodos Bank

This session will explore how a mixed model of finance can help deliver sustainable social and supported housing. Triodos Bank will outline the different types of funding available, and the risks and benefits of each one. Community Ventures will then share a case study of their journey moving towards a blended funding model that includes capital, grants, and social investment. They will cover what worked, what they changed and how they plan to do things differently next time round. There will be time to discuss potential scenarios in smaller groups and there will also be a Q&A session at the end.

Day 2: Breakout session choices

Breakout session 3, 11:25 – 12:40

Redesigning services: From crisis to prevention

- Matt Harrison, Deputy CEO, Homeless Link (chair)
- Elly de Decker, CEO, Bromley by Bow
- Joel Lewis, CEO, The Foyer Federation

It is critically important that we move from just providing an emergency and crisis response to homelessness to prevention. But how will we do this in practice and what can we learn from other sectors about the challenges, questions and choices we need to make as we adapt our services in response to this agenda. In this session we will hear from the Bromley by Bow Centre and the Foyer Federation about how they have developed their services.

Why leadership wellbeing matters to the whole organisation

Alex Nunn, coaching psychologist, Clear Sea Coaching

Leading a charity is rewarding, but it can have a significant impact on your wellbeing. Leaders typically focus on the needs of their teams and organisation, with their needs and wellbeing often falling to the bottom of a long to do list. But when you don't prioritise your wellbeing, it not only has an impact on you, but also on your teams and the charity. In this session we'll cover the warning signs to look out for, why your wellbeing matters to the organisation, and how you can make small, sustainable changes at work so you can lead well.

The outsider as a blueprint for inclusive leadership

Dr Tessy Ojo CBE, Chief Executive, The Diana Award and Founder of Tessy's Brunches

A practical masterclass for leaders in the homelessness sector who want to build teams where everyone feels respected, heard and able to thrive. Through storytelling, sector

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insight and short interactive exercises, we explore how outsider experiences shape trust and how leaders can create cultures of fairness, psychological safety and genuine inclusion.

You will learn:

- How bias shows up in teams
- How to build psychological safety
- How to make decision making more inclusive
- Simple actions that strengthen dignity and belonging

Breakout session 4, 13:40 – 14:55

Redesigning services: From crisis to prevention (see above)

Why leadership wellbeing matters to the whole organisation (see above)

Creative ways to increase access to housing supply

- Tania Marsh, CEO, The Society of St James
- Rob Saggs, CEO, CHESS Homeless

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