

Rural Vulnerability Day  
Monday 11<sup>th</sup> February 2019  
Jubilee Room, Annexe of  
Westminster Hall, Parliament,  
London

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#ruralvulnerability  
#SORS2018

## GOOD TO KNOW



#ruralvulnerability

#SORS2018

Feel free to share snippets of this event including your comments, questions and learnings on Twitter

@ruralenglandcic

Link to SORS 2018 report

<https://ruralengland.org/category/reports/>



Connect to WI-FI:

Unfortunately Wi-Fi is not available in the Jubilee Room

Thank you to our venue hosts:

Philip Dunne MP, Rebecca Pow MP and Dr David Drew MP.

Also, thank you to the National Housing Federation & Cadent for kindly sponsoring the afternoon session.

# Welcome to the Rural Vulnerability Day from the organisers: RURAL ENGLAND CIC

## **Brian Wilson**

Chair of Directors for Rural England CIC

Brian Wilson is the Chair of Directors at Rural England CIC. He is also the author of Rural England's report on the *State of Rural Services 2018*.

Brian Wilson is a freelance consultant who specialises in rural policy and rural development. He has undertaken commissioned projects for a range of well-known public, private and civil society sector organisations at national, regional and local levels. Prior to consultancy his career included substantive spells as a Director at the Countryside Agency and Commission for Rural Communities, as a Programme Manager in the local government sector and as a research professional in the civil service. He is also currently a specialist adviser to the House of Lords Select Committee on the Rural Economy.

## **Graham Biggs MBE, FCIS, MloD**

Chief Executive, Rural Services Network and  
Company Secretary, Rural England CIC

Graham is the Chief Executive of the Rural Services Network. Graham has been the Chief Officer/Executive of the Network since its formation in the early 2000's and of SPARSE- Rural for some five years before that.

Until 1<sup>st</sup> April 2009 Graham had been the Chief Executive of the former South Shropshire District Council – one of England's most sparsely populated Districts – for over 20 years.

Graham is a Fellow of the Chartered Institute of Secretaries and Administrators. He was awarded an MBE in 1995 for "Services to Local Government".

Graham is a Director of the National Centre for Rural Health and Care. He serves on the Executive Committee of the National Rural Crime Network.

Graham is the Principal Advisor to the All Party Parliamentary Group on Rural Services and the Company Secretary of Rural England Community Interest Company.

## **Margaret Clark CBE**

### **Chair of Rural England Stakeholder Group**

Margaret is the Chair of the Rural England CIC Stakeholder Group. Her career was spent in government agencies specialising in rural development policy and practice.

She was Deputy Chief Executive at the Countryside Agency and led the team to set up the Commission for Rural Communities, becoming one of its first Directors.

For several years she was the UK's representative on the OECD's Rural Working Party and its chair for 7 years.

She now chairs the Rural Coalition, an alliance of 12 national organisations in England with a shared vision of living and working rural communities, and the Plunkett Foundation, which supports community-owned businesses in rural areas of the UK.

She is also a member of CPRE's national trustee board.

**We are using the Jubilee Room with kind permission of our hosts:**

## **Philip Dunne MP (Ludlow)**

### **Chair of the APPG for Rural Services**

Philip Dunne MP was first elected the Conservative MP for Ludlow in 2005, having been a Councillor on South Shropshire District Council (2002-07). Ludlow is the sixth largest constituency in England comprising some 600 square miles of sparsely populated rural country stretching from the Welsh border to within six miles of Wolverhampton city centre, with over half within the Shropshire Hills AONB.

Philip was a Whip (2008-12), a Minister in Defence (2012-16) and Health (2016-18). He has been a member of the Environmental Audit Committee for the past year. He was the inaugural Chair of the APPG for Rural Services (2006-08) and again for the past year.

## **Rebecca Pow MP (Taunton)** **Deputy Chair of the APPG for Rural Services**

Rebecca Pow is the Conservative Member of Parliament for Taunton Deane, and PPS to Amber Rudd, Secretary of State for Work and Pensions. She formerly held the role of PPS to the Department for Environment, Food and Rural Affairs. In 2018, she was awarded a Green Heart Hero Award by The Climate Coalition, a coalition of over 100 charities and community groups across the UK, for being the "Greenest New MP" for her environmental work.

A scientist by training, a former BBC, ITV and C4 reporter, specialising in the environment, farming and gardening, Rebecca has also worked for the National Farmers Union.

She previously sat on the Environmental Audit Committee and the Environment, Food and Rural Affairs Committee, and is a member of many environment All Party Parliamentary Groups, such as the APPG Ancient Woodland and Veteran Trees and the All Party Parliamentary Climate Change Group.

## **Dr David Drew MP (Stroud)** **Vice-Chair of the APPG for Rural Services**

David Drew MP is the Labour and Co-operative MP for the Stroud constituency, having been re-elected in June 2017. David previously represented Stroud constituency from May 1997 to May 2010. In July 2017 he was appointed Shadow Minister for the Environment, Food and Rural Affairs, with special interest in farming.

David was born in Gloucestershire and studied Economics at the University of Nottingham before qualifying as a teacher and teaching in schools in Warwickshire and Hertfordshire. He worked for ten years in the education department at Bristol Polytechnic, which later became the University of the West of England (UWE).

David has an MA in Historical Studies from Bristol Polytechnic and a Masters in Education from UWE. He also has a PhD in Rural Policy.

David lives in Stonehouse, Gloucestershire, is married to Anne, and has two daughters and two sons.

# A Word from our Sponsors



## National Housing Federation

Housing associations throughout the country are working with rural communities to support them to thrive and become great places to live. They are building affordable homes to enable young people to stay in the village in which they were born and they are building older persons accommodation to enable older people to stay in the village where they have spent all their lives. In addition Housing Associations are enabling the provision of community facilities and services to create a living working countryside.

[www.housing.org.uk/](http://www.housing.org.uk/)



## Cadent

Cadent is the UK's largest gas distribution network with a 200-year legacy. We are in a unique position to build on strong foundations whilst encouraging the curiosity to think differently and the courage to embrace change. Day to day we continue to operate, maintain and innovate the UK's largest gas network, transporting gas safely and protecting people in an emergency. Our skilled engineers and specialists remain committed to the communities we serve, working day and night to ensure gas reaches 11 million homes from Cumbria to North London and the Welsh borders to East Anglia, to keep your energy flowing.

Cadent manages the national gas emergency service free phone line on behalf of the gas industry - 0800 111 999\* \*All calls are recorded and may be monitored.

<https://cadentgas.com/home>

# AGENDA

## RURAL VULNERABILITY DAY

**Monday 11<sup>th</sup> February 2019 11am – 3:45pm**  
**Jubilee Room, Annexe of Westminster Hall,**  
**Houses of Parliament**

### STATE OF RURAL SERVICES LAUNCH

11:00 – 11:30 **REGISTRATION** (Refreshments available on arrival)

11:30 – 11:35 **INTRODUCTION AND WELCOME: PHILIP DUNNE MP**

Chair of APPG Rural Services

11:35 – 11:55 **LAUNCH OF THE STATE OF RURAL SERVICES REPORT 2018**

Presentation by Brian Wilson, author of report and

Chair of Rural England CIC

Link to SORS 2018 report -<https://ruralengland.org/category/reports/>

11:55 – 12:00 **LORD GARDINER OF KIMBLE**

Parliamentary Under Secretary of State

(Rural Affairs and Biosecurity)

12:00 – 12:30 **DISCUSSION ON STATE OF RURAL SERVICES ISSUES**

Chaired by Margaret Clark CBE,

Chair of Rural England Stakeholders' Group

12:30 – 13.15 **LUNCH AND NETWORK SESSION**



# EMPOWERING RURAL COMMUNITIES TO COMBAT RURAL VULNERABILITY

(Afternoon kindly sponsored by the National Housing Federation &  
gas network distributor Cadent)

- 13:15 – 13:20 **INTRODUCTION: REBECCA POW MP**  
Deputy Chair of APPG Rural Services
- 13:20 – 14:10 **FIRST SESSION: HOUSING**  
**Case Study 1:** Providing affordable homes in challenging rural housing markets (10 mins)  
Presentation by Teresa Jamieson, Vice-Chairman, Grayshott & District HA
- Case Study 2:** Creating community facilities AND building affordable homes for local people (10 mins)  
Presentation by Christine Duggan, Director of Housing and Wellbeing, Connexus
- Case Study 3:** Villages Together- working with rural communities (10 mins)  
Presentation by Angela Gascoigne, Chief Executive, SHAL Housing
- Case Study 4:** Regenerating a disused hospital to provide affordable housing, community facilities and a business hub (10 mins)  
Presentation by Henry Lee, External Policy & Research Co-ordinator, Hastoe HA
- 14:10 – 14:30 **SECOND SESSION: FUEL POVERTY**  
Rural England Fuel Poverty Update Report (20 mins)  
Presentation by Dr Jane Hart
- 14:30 – 15:00 **THIRD SESSION: RURAL VULNERABILITY**  
Presentation Topic TBC (30 mins)  
Presentation by Jo Giles, Customer Safeguarding Manager, Cadent
- 15:00 – 15:20 **FOURTH SESSION: RURAL TRANSPORT**  
Moving Towards Rural Vibrancy (20 mins)  
Presentation by Mike Axon, Board Director, Vectos
- 15:20 – 15:40 **PANEL DISCUSSION**  
Chaired by Graham Biggs MBE, Chief Executive, Rural Services Network and Secretary of Rural England CIC  
**Panel Members:** TBC, Rural Issues Group, CAB, Rob Henderson, Public Affairs Manager, Age UK and Tracy Clark, CEO, Young Gloucestershire
- 15:40 – 15:45 **CLOSING COMMENTS: DR DAVID DREW MP**  
Vice-Chair of APPG Rural Services

# SPEAKERS

## Philip Dunne MP

Philip Dunne is the Member of Parliament for Ludlow.

Please see Phillip's biography at the front of the booklet.

## Brian Wilson

Brian Wilson is the Chair of Directors at Rural England CIC. He is also the author of Rural England's report on the *State of Rural Services 2018*.

Please see Brian's biography at the front of the booklet.

## Lord Gardiner of Kimble

Lord Gardiner was reappointed Parliamentary Under Secretary of State for Rural Affairs and Biosecurity on 9 January 2018. Lord Gardiner served as Parliamentary Under Secretary of State at the Department for Environment, Food and Rural Affairs from 17 July 2016 to January 2018. He is a Conservative member of the House of Lords.

Lead responsibilities include: Animal health, biosecurity, plant and tree health; landscape, including national parks; rural affairs, covering rural life opportunities, broadband and mobile; and all Defra parliamentary business in the House of Lords

### **Political career**

He served as Lord in Waiting from September 2012 to May 2015, and as Government Deputy Chief Whip and Captain of the Queen's Bodyguard of the Yeomen of the Guard from May 2015 until July 2016.

Lord Gardiner was raised to the Peerage in 2010 and served as a party whip until being appointed to government. He served as Private Secretary to 5 successive Chairmen of the Conservative Party between 1989 and 1995.

### **Career outside politics**

Lord Gardiner was Director of Political Affairs at the Countryside Alliance between 1995 and 2004 and Deputy Chief Executive between 2004 and 2010. He is also a partner in a family farm.

## Margaret Clark CBE

Margaret is the Chair of the Rural England CIC Stakeholder Group. Her career was spent in government agencies specialising in rural development policy and practice.

Please see Margaret's biography at the front of the booklet.

## Rebecca Pow MP

Rebecca Pow is the Member of Parliament for Taunton Deane.

Please see Rebecca's biography at the front of the booklet.

## Teresa Jamieson

Teresa Jamieson is Vice-Chairman of Grayshott & District Housing Association, a small village-based organisation on the north-east Hampshire/Surrey border. GDHA is embarking on a redevelopment of poor-quality housing in the village centre to provide fourteen one and two bed flats with communal gardens, funded by own resources and a private loan.

Teresa was Chair of East Hampshire District Council Housing Committee when £7 million was invested in building new social housing. This money came from transferring all the Council housing stock to form a new Housing Association. Having spent most of her career in the Citizens Advice service, she worked as a management consultant advising on mergers and researching advice needs.

Before retiring she set up Citizens Advice Hampshire, a new collaborative county-wide organisation which supports large projects such as advice services for cancer patients (with Macmillan Cancer Support) and NHS patients (with Healthwatch Hampshire).

## Christine Duggan

Christine is the Director of Housing and Wellbeing for Connexus, a regional housing and support provider covering Herefordshire, Shropshire, Gloucestershire and Worcestershire as well as being the 4<sup>th</sup> largest national Careline provider. With over 10,000 homes and 38,000 Careline customers, Christine is passionate about providing services for the most vulnerable in partnership with communities and like-minded organisations

Having worked in social housing for 20 years, she has led business improvement, housing, homelessness, floating support, independent living, development, governance, legal and risk management services. Christine is also a trustee for the South Wye Development Trust in Hereford, an organisation focused on improving health and wellbeing outcomes in the most deprived part of the city, and has previously been a Board Member for the local Credit Union.

## Angela Gascoigne

Angela Gascoigne, CEO, has led SHAL, a small community housing association in the South West, since 2014, having been a senior leader in a number of housing associations and local authorities across England and Wales for over 20 years. She is the Chair of Sedgemoor Get Set Advisory Group building inter-agency collaboration in preventative services for children, families and young people with a particular focus on collaboration to respond effectively to child poverty and sits on the Together Team Strategy Board which oversees multi-agency working across disadvantaged communities in Sedgemoor. She serves on the boards of a number of not for profit organisations working across England and Wales – Llamau, a charity working with homeless young people, Perthyn, a charity working with people with learning disabilities, and Victim Support Cymru. She is a mentor for Housing Diversity Network and the CIH, a member of the NHF Small Housing Association National Group, the Homelessness Group and the Rural Housing Alliance. As a graduate of the inaugural NHF Influencing Academy, Angela has committed to doing all she can to make sure that the small army of housing associations with less than 1000 homes increasingly realises practical ways to show the impact that their passion, resources, creativity and commitment is having to change lives, build new homes and support resilient communities across England.

## Henry Lee

Henry is responsible for external affairs and research at Hastoe, a specialist rural housing association.

He was previously Senior Parliamentary Assistant to Neil Parish MP, Chair of the Environment, Food and Rural Affairs Select Committee.

## Dr Jane Hart

Jane is a self-employed rural consultant with a particular interest in rural services and rural vulnerability. Her areas of expertise include rural social policy; rural deprivation; and strategic and local planning policy issues.

Prior to becoming a consultant in 2011, Jane spent over 30 years in Local Authority planning roles (including research, policy, and senior management) in rural areas of Wales, Scotland and England.

She is a Director of Rural England CIC and a chartered Town Planner.

## Mike Axon

Mike is a founding Director and a Board Director of Vectos with more than 30 years' experience in the development industry. Mike regularly brings together and leads project teams for complex, mixed use schemes. His areas of expertise include transport master-planning, advising on transport policy and directing what are often innovative transport approaches to development schemes. He also has a wealth of experience in giving expert evidence at Public Inquiry. Though Mike is based in London and Cardiff, this is a notional concept, as he travels extensively across all of the UK. Where you are most likely to find him, however, is clung to a wall either at the Beacon Climbing Centre or the Big Rock Climbing Centre, where he is also a Director and keen enthusiast. Mike is a Fellow of the Chartered Institution of Highways & Transportation, a Member of the Transport Planning Society, a Member of the British Council of Shopping Centres, a BEE (Built Environment Expert) with Design Council CABE, and a member of the Milton Keynes Business Leaders Partnership.

## Jo Giles

Jo Giles, is the Customer Safeguarding Manager for Cadent. Jo joined the energy industry over six years ago after a successful career in a commercial, non-regulatory environment; with a number of regional and national customer experience awards to her name for developing and embedding holistic customer programmes positively impacting all parts of a globally based company. Through Jo's holistic approach at driving consistency and operational improvement with a customer focus approach, she brings an integrity and understanding of 'customer first'; and it is through this and her passion to deliver outstanding service by providing equal and easy access into the energy industry that she originally founded and feels privileged to continue chairing the energy industry-wide Safeguarding Customers Working Group. Through working across the energy industry as not previously seen, Jo has worked closely with many stakeholders in the creation of the Priority Services Needs Codes and a standard industry approach towards protecting customers through our everyday interactions, whilst providing colleagues with the tools and techniques to respond in a consistent way, to what they find on the doorstep (both physically and virtually over the phone) when interacting with customers. Through this approach and the building of a robust reputation to drive improvement, Jo is now helping to lead the way forward in how best to include the water industry to improve the positive impacts upon customers across the UK.

## Graham Biggs MBE

Graham is the Chief Executive of the Rural Services Network and the Company Secretary of Rural England CIC.

Please see Graham's biography at the front of the booklet.

## Rural issues group, CAB

Panel member to be confirmed

## Rob Henderson

Rob is Age UK's Public Affairs Manager and joined the organisation in 2017.

Throughout his career Rob has worked in the private and voluntary sector for a range of organisations including communications agencies and international NGOs, both in the UK and internationally.

Rob's policy interests include transport, housing, health and social care, intergenerational dialogue, refugee law and policy and the causes of and solutions to poverty in the UK.

Rob decided to work for Age UK following the 2017 General Election, because he could see that there was a lot to do to change policy and practice to ensure that older people are served well in the UK, and because he believes that the role of the voluntary sector is now more vital than ever.

## Tracy Clark

Tracy is a JNC qualified youth worker with an MBA and is currently CEO of two charities working in Gloucestershire. Young Gloucestershire is a charity supporting young people 11-25 with the challenges they face. Young Gloucestershire delivers a range of services across the County and surrounding areas including NCS, Prince's Trust Team, drug and alcohol services, mental health support and recently a focus on empowering young women. Infobuzz focuses on three areas of work for young people and their families including Criminal Justice, Mental Health and schools.

Tracy has a wide range of experiences in relation to delivering and developing services in rural settings. In her previous role she was CEO of a rural YMCA in the North of England. She has a real passion for creating opportunities for young people to raise their aspirations and reach their potential. In addition to employed roles Tracy has held a range of trustee positions in both International, National and Local organisations.

## Dr David Drew MP

Dr David Drew is the Member of Parliament for Stroud.

Please see David's biography at the front of the booklet.

# NOTES

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# PREVIOUS RURAL ENGLAND PUBLICATIONS

**Research Report – Unlocking the digital potential of rural areas across the UK**  
Report and research undertaken by Rural England CIC and Scottish Rural College.  
Report commissioned by Amazon.

<https://ruralengland.org/unlocking-the-digital-potential-of-rural-areas-full-report/>

**Issues facing Providers of Social Care at Home to Older Residents in Rural England**  
Report by Dr Jane Hart and Jo Lavis. Report is available from our website.

<https://ruralengland.org/category/reports/>

## **State of Rural Services Report 2016**

Published in January 2017 this report presented evidence regarding the provision of services to residents and businesses in rural England.

It covered nine service areas, which are: local buses and community transport, welfare services, access to cash, further education, the retail sector, mental health services, older people's services, public health services and community assets.

<https://ruralengland.org/the-state-of-rural-services-2016-report/>

## **Rural Vulnerability – Older People**

This research investigates key issues affecting the vulnerability of older rural residents and considers their future implications in the context of an ageing rural population. It includes chapters on Income and Poverty, Health, Adverse Actions of Others and Isolation and Loneliness

<https://ruralengland.org/rural-vulnerability-older-people/>

# ABOUT THE ORGANISERS RURAL ENGLAND CIC

Rural England is a Community Interest Company managed by its team of Directors.

Our mission is to build the strength and resilience of rural England by helping to inform and engender better rural policy making.

We do this by encouraging informed debate, providing independent research and evidence and supporting informed information exchange

There are two strands to Rural England CIC; our Stakeholders and our Supporters.

- The Stakeholder group is made up of representatives from over 30 National organisations in England who have rural interests or concerns and people previously involved with the Commission for Rural Communities. The Stakeholders' role is to help steer the work and shape the outputs (research reports, etc). The CIC is seeking to undertake independent research, establish rural networks and identify and broadcast best rural practice.
- The Supporter group (approx. 30 members) is made up mainly of infrastructure companies, currently Energy, Water Companies and Broadband providers, plus Land Owners and Land Agents, who are prepared to support our aims by investing annually through subscriptions into this national research, networking and best practice work.

Having a robust, up-to-date and trusted evidence base about rural areas and services matters. It is a basis for assessing the right policy responses to rural challenges and opportunities. It enables informed debate about the best way to deliver services and initiatives to rural communities and businesses. In a fast changing world, it is a means for identifying rural trends and upcoming issues.

<https://ruralengland.org/>