



Chase Tenants' and Residents' Federation

Business Plan

2011 - 2012

Executive Summary

Chase Tenants' and Residents' Federation act as an umbrella support group for the Residents' Associations of the Cannock Chase District. We act as a lobby group for tenants and residents in the district and will work in partnership with all statutory agencies.

Introduction

Chase Tenants' and Residents' Federation (C.T.R.F.) was launched at a general meeting of all Residents' Associations of the Cannock Chase District in June 1995. Cannock Chase Council's Housing Department agreed to fund the C.T.R.F. and to provide a Tenants' Resource Room at 29/31 Park Road in Park Road, Cannock. The majority of residents involved are tenants of Cannock Chase Council or people who have purchased their properties under "Right to Buy" legislation. C.T.R.F. acts as an umbrella organisation for all affiliated residents' associations. C.T.R.F. are directed by an Executive Committee, members are elected by each association. Every affiliated association is invited to put forward two representatives and have the right to one vote per association. C.T.R.F. offer support and advice for all member associations. Due to more Housing Associations coming into the area, they may also affiliate to the C.T.R.F. with same rules applying for membership of the Executive Committee.

Aims and Objectives

1. To provide a collective voice, advice, support, share good practice and assist communication between all Tenants' and Residents' organisations that are recognised by C.T.R.F.
2. To provide a single channel of consultation and participation between all recognised Tenants' and Residents' Organisations and Cannock Chase District Council on relevant and common issues.
3. To promote, advise, support, provide training and facilitate the work of each recognised Tenants' and Residents' Organisation. To build skills and capacity of the associations.
4. Work with and assist local and national organisations to access advice, support and funding, respond to association issues and give support and help for recognised Tenants' and Residents' Associations.
5. To seek appropriate levels of funding and support from Cannock Chase District Council to enable C.T.R.F. to deliver it's stated aims and objectives. Note: Council funding is only available to Residents' Associations with at least 50% of their tenants on the committee.
6. To support recognised Tenants' and Residents' Organisations in their work to foster a community spirit within their area.
7. To support Tenants' and Residents' on Estates where properties are likely to be demolished.
8. to encourage and bring together Tenants' and Residents' on estates in participation within their community including hard to reach groups.
9. To encourage Tenants' and Residents' to improve social and physical environment, promote rights and influence local and national Housing Policies.
10. Promote new Tenants' and Residents' Associations with the aim of developing 1 new Association's each year.
11. Minor Works Forum – C.T.R.F. members will sit on the Minor Works Panel, this forum views and makes decisions on applications made by tenants and residents for minor works. C.T.R.F. will advise and assist Associations' with their applications in order to meet the council's criteria for Minor Works prior to submission to the Forum for consideration. C.T.R.F. will provide reports on any works completed through the Minor Works Budget which have been submitted by our members via the C.T.R.F.'s quarterly tenants' newsletter.
12. Estate Walks – C.T.R.F. will assist affiliated Residents' Associations with publicity for their Estate Walks to encourage more participation from residents. C.T.R.F. will publish all affiliated group's feedback from Estate Walks in the C.T.R.F. quarterly tenants' newsletter.
13. To complete and submit quarterly monitoring reports to the council for the Service Level Agreement between the C.T.R.F. and Cannock Chase Council which was signed off by both parties on 14th July 2010.

Aims and Objectives (continued)

- 14.C.T.R.F. is committed to the delivery of the Local Offers for Neighbourhoods of Cannock Chase for TSA (Tenant Services Authority) Standards. We will work in Partnership with the Council and others to make sure that this happens and that it meets the Government's target standards.
- 15.Resident Led Scrutiny – C.T.R.F. members of the Scrutiny Group will continue to work with Cannock Chase Council on the 'Terms of Reference' and to select a Chair and Vice-chair of the group so that the group can then monitor council services, which, firstly will be Estate Management Services.
- 16.The Right Stuff Boxing Project – C.T.R.F. members who are 'Resident Champions' will continue to be involved in the Right Stuff Boxing Project which is aimed at reducing anti-social behaviour caused through drug and alcohol abuse.

Background

C.T.R.F. acts as the main consultative body for tenants with Cannock Chase District Council.

Compulsory Competitive Tendering gave the Federation an opportunity to put forward tenants' priorities into the proposed specifications for all aspects of the Housing Management Service. Eighty percent of tenants' suggestions were incorporated into the C.C.T. documents. This was the highest achievement rate in the West Midlands.

C.T.R.F. has been heavily involved in work with the Council to combat anti-social behaviour.

A threat to the provision of concessionary travel tokens was fought and won by C.T.R.F.

In the year 2003 to 2004 the C.T.R.F. has been involved in the Options Appraisals. Federation members were part of the Options Appraisal Steering Group.

C.T.R.F. was heavily involved with the Council's Stock Transfer proposal in 2006.

- C.T.R.F. tenant members were part of the Selection Committee choosing the Communications Consultant.
- C.T.R.F. tenant members were part of the Stock Transfer Committee along with Council Officers and elected members.
- C.T.R.F. members along with other tenants chose the Independent Tenant Advisor.
- C.T.R.F. members along with other tenants of the District were part of the Chase Tenants Transfer Group.
- C.T.R.F. members also sat on the Committee, alongside other tenants, in choosing the Parent Landlord.

C.T.R.F. members attend CTRF Liaison Group Meetings and Focus Groups, including Anti-social Behaviour Focus Group. In this way C.T.R.F. exert influence over the Housing Management Service.

C.T.R.F. Chair attends the Health & Well Being Group when invited.

In 2003 the C.T.R.F took over running of the Compact Group Meetings.

These are now known as the C.T.R.F. Consultation Group Meetings.

C.T.R.F. members sit on the Partnering Panels for Gas Central Heating, Gas and Solid Fuel Monitoring, External Envelope and Kitchens. 2 members sit on each Partnering Contract. Since 2011, C.T.R.F. members who sit on the Partnering Panel now also go to the Site Meetings.

In 2010, some of the C.T.R.F. members became 'Resident Champions' under a Home Office initiative, funds were given to the council by Government to be allocated to the Resident Champions group for an Anti-social Behaviour Project to be set up. The grant was used to set up the 'Right Stuff' Boxing Project in Chadsmoor and was chosen by the Resident Champions to reduce anti-social behaviour caused through drugs and alcohol abuse.

Structures for communication

- Each Association has the opportunity to send out newsletters. C.T.R.F. now produces a quarterly newsletter, which is delivered to every tenant with the council's 'Hometalk' tenants' magazine.
- C.T.R.F. network with other voluntary and statutory organisations. This includes networking with other tenant organisations.
- A website has been set up with information about C.T.R.F. and all the Affiliated Residents' Associations'.
- C.T.R.F. representatives attend all Cannock Chase Council District forums.
- C.T.R.F. produce an information leaflet on the C.T.R.F. services available, this is included in the council's new tenant packs and is also available for the general public.

General Structure

Executive Committee Meetings are held on a bi-monthly basis.

Officers and Committee members are elected at an Annual General Meeting.

An Open Meeting is held once a year in order to encourage all tenants and residents to attend to share their views regarding issues of concern.

C.T.R.F. Consultation Meetings are held on a bi-monthly basis.

C.T.R.F. is responsible for setting up new groups.

C.T.R.F. is responsible for monitoring of groups.

C.T.R.F. provides training for group members.

Resources

Support offered to Tenants and Residents

Resource Room

A Tenants' Resource Room is available at 29/31 Park Road, Cannock. This comprises two personal computers, a colour printer and photocopying facilities at cost price.

A small conference room is available for booking complete with overhead projector and screen.

Groups who are not affiliated to C.T.R.F. are welcome to use the facilities of the Resource Room, providing prior notice is given, this does not include computers.

C.T.R.F. Support Worker

A Support Worker is employed for 20 hours per week. This is a seconded post and the post holder receives direction of work from the C.T.R.F. Chairperson. The Support Worker offers help with clerical duties for annual general meetings (AGM's) and production of newsletters etc.

The Support Worker is also available to assist the Treasurer of each Association on a quarterly basis. Association's who wish to use this service should book one week in advance wherever possible. The service is available on Tuesday or Thursday weekly. The office is open from 10.00a.m. to 3.00p.m.

Wednesday and Friday weekly are reserved for C.T.R.F. business only.

Transport is arranged for residents who wish to attend meetings.

The Support Worker will remind all affiliated associations when their annual general meetings and affiliation fees are due.

Funding

C.T.R.F. receives an annual grant of £12,357.36 from Cannock Chase District Council. This is payable in quarterly tranches. (Note: this amount can vary dependent upon C.T.R.F. needs)

C.T.R.F. also receives an allowance to pay for telephone and broadband costs (note: this does not form part of the above grant but is paid directly by Cannock Council to the provider and comes out of the tenant participation budget).

Each Association receives an Annual Grant and Stationery Grant from Cannock Chase District Council, providing they fulfil the recognition criteria.

Training

An annual training grant of £2,510.00 is received from Cannock Chase District Council. (This is included in the above grant amount).

Membership of support organisations

C.T.R.F. has membership of the Tenant Participation Advisory Service (T.P.A.S.) they are registered with the government as a section 16 agency for the provision of tenant participation training and guidance.

Training and Support

C.T.R.F. will provide Committee Skills training for newly elected Officers of affiliated Tenants and Residents

C.T.R.F. will give any further training needed.

Association's can choose to use the service of the C.T.R.F.'s Support Worker to do a quarterly check on the accounts books and provide a financial report for their Annual General Meeting. If association's use this service, following checks by the C.T.R.F Support Worker, any discrepancies with Association Finances related to council funding will be passed on to the Community Development Officer at Cannock Chase Council.

Plans for the Future

Budgetary plans for 2011 to 2012

Proposed Expenditure

£.

Accountants Fees

Transport

(Inc. committee members expenses/refreshments)

Training

(Trafford Hall/in-house/outside training)

AGM

(Room hire/refreshments/transport/publicity/photographs)

Registrations

Publicity

(Newsletter printing costs)

Website Hosting

CTRF Consultation Meetings *(formerly Compacts)*

Sundries

*(Postage/stationery/photocopying/publicity costs
for canvassing new groups)*

The training budget will be spent in a way that enables opportunities for both attendance to outside training and also for in house training. C.T.R.F. aims to provide training for both tenants and residents on a 70% and 30% proportion basis respectively.

Out of pocket expenses for residents attending training will be reimbursed.

Training will be targeted to assist in achieving the aims and objectives of C.T.R.F.

Out of pocket expenses for Childcare or Carers' for anyone attending the C.T.R.F. Consultation Meeting will be provided by Cannock Chase District Council.

Partnering

C.T.R.F. plan to continue to provide 2 tenant members on each of the Partnering Panels (Gas Central Heating/Gas & Solid Fuel Monitoring/ External Envelope/Kitchens) and are involved in the selection of contractors for major works and the monitoring of works which are being currently being undertaken by contractors.

Community Plan

C.T.R.F. plan to work within the guidelines of the Government's Community Plan.

Decent Homes Standard

C.T.R.F. intends to monitor the progress of Cannock Chase District Council with regard to the above.

Minor Works Forum

C.T.R.F. members, 2 from each area (Area 1, Area 2 and Area 3) and 1 backup member, sit on the Minor Works Forum. This forum view and make decisions on applications which have been sent in to the council by tenants/residents for each area. Minor Works applications from affiliated Residents' Associations' have to be approved by the C.T.R.F. prior to them being submitted to Minor Works Forum for consideration.

Recruitment of more tenants to involvement.

C.T.R.F. plan to encourage the participation of more tenants in as many ways as possible and are involved with the setting up of new associations.

C.T.R.F. plan to set up at least one new Residents' Association during the year 2011 to 2012.

C.T.R.F. plan to encourage the Area Tenants' and Residents' Collective Group with a view to increasing their membership.

Networking

During 2011 to 2012, the C.T.R.F. plan to visit one other tenant organisation and to host a visit from one other tenant organisation.

Tenants Support Agencies

C.T.R.F. plan to continue their membership of T.P.A.S.

Events

C.T.R.F. will hold a Community Event annually; dependent upon level of interest of Affiliated Associations and funding available.

Training

C.T.R.F. plan to encourage all involved residents to attend capacity building training.

C.T.R.F. plan to make provision for appropriate training for the Support Worker this will be funded by Cannock Chase Council.

Action Plan

Service Level Agreement

4 members of the C.T.R.F. will continue to monitor the Service level Agreement between the C.T.R.F. and Cannock Chase Council on a quarterly basis.

C.T.R.F. Officers will be pleased to attend Association meetings when invited. They will take advantage of these opportunities to recruit tenants to Partnering.

Community Plan

The following is an extract from the Community Plan: -

“Tenants must be at the heart of plans at all stages of the process, starting with the drawing up of the options for investment. We will strengthen independent support for tenants.”

C.T.R.F. will work towards the above.

Decent Homes Standard

Federation members will monitor the delivery of the Decent Homes Standard by the Council.

Recruitment of more tenants to involvement.

C.T.R.F. will advertise in the quarterly newsletter and in Associations individual newsletters. Attendance at all meetings and networking opportunities will be used to encourage tenant and resident participation. C.T.R.F. plan to set up at least one new Residents Association during the year 2011-12.

C.T.R.F. representatives will attend meetings to encourage any new associations.

C.T.R.F. plan to encourage and support the Area Tenants’ and Residents’ Collective.

C.T.R.F. will advertise in the quarterly newsletter and will also canvass interest at Tenant Participation Events.

C.T.R.F. will encourage Residents' Associations to set up an Estate Agreement.

C.T.R.F. Members will continue to sit on the Resident Led Scrutiny Group with a view to finalising 'Terms of Reference' and to participate in electing a Chairperson and Vice-chairperson for the group to enable the group to monitor Cannock Chase Council's services in the future. Estate Management service will be the first one to be scrutinised by the group which should begin during the 2011 to 2012 financial year.

C.T.R.F. Newsletter

A newsletter will be prepared by the Support Worker on a timescale to coincide with the production of the Council's quarterly Hometalk magazine.

Networking

- C.T.R.F. representatives will attend all Cannock Chase Council district forums.
- C.T.R.F. representatives will attend and support Local Liaison meetings.

Training

C.T.R.F. will encourage all involved residents to attend capacity building training by posting training opportunity information to each association at least twice each year.

C.T.R.F. will work in partnership with Cannock Chase Council to make provision for appropriate training for the Support Worker.

C.T.R.F. Website

C.T.R.F. will direct the Support Worker to monitor and update the website on a quarterly basis-April, July, October 2009 and January 2010.

Website address as follows:-

www.ctrf.org.uk

Email: user@chasetenants.fsnet.co.uk

The People Involved

The Chairperson of C.T.R.F.

Anne Ames

Anne is Chairperson of Rumer Hill Residents' Association in Cannock. She acts as co-ordinator for Neighbourhood Watch and represents residents at Poplars Landfill Liaison Meetings. Anne has been a resident in Rumer Hill for over twenty years and is in her tenth term as Chairperson of the Federation.

Vice Chairman of C.T.R.F.

Janette Stevenson

This is Janette's third term as Vice-chair for the Federation and was also Secretary on the committee in 2008/9. Janette is also Chairperson of Springfields' Residents' Association in Rugeley.

Secretary of the C.T.R.F.

Andrew Derry

This is Andrew's first full term as Secretary for the Federation; he took over as Acting Secretary during 2010/11 when the previous Secretary stood down. Andrew is also Chairperson of the Area Tenants' & Residents' Collective Group (A.T.R.C.) and has had previous experience of being an Officer on the committee of a Resident's Association when his own area had an active group in Hednesford a few years ago.

Treasurer of the C.T.R.F.

Jane Myatt

This is Jane's first full term as Treasurer for the Federation although she did take over as Acting Treasurer during 2010/11 due to the previous Treasurer stepping down from the position. Jane has plenty of committee experience as she was previously on the committee of a Resident's Association in the Hednesford Area when they had an active local group and was Treasurer for them for many years. Jane is currently a Committee member of the Area Tenants' & Residents' Collective (A.T.R.C.)

All other committee members of associations are actively involved in the issues relating to their own communities as well as wider issues taken up by the Federation.