

Leicester  
City Council

WARDS AFFECTED: ALL WARDS

E

CABINET

21<sup>st</sup> JUNE 2004

HOUSING SCRUTINY COMMITTEE

24<sup>th</sup> JUNE 2004

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**FUTURE FUNDING OF TENANT AND TENANT AND RESIDENT  
ASSOCIATIONS**

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**Report of the Corporate Director of Housing**

**1. PURPOSE OF REPORT**

- 1.1 To consider a new and more equitable way of funding Tenant and Tenant and Resident Associations (TA/TARA) in the City, in accordance with the commitment given by the Cabinet Link Member for Housing, to Council in January 2004. The report also recommends a service level agreement for TA/TARA's to achieve as part of the contract for receiving funding from the Council.

**2. SUMMARY**

- 2.1 This report highlights for Members the unfairness of the current way of funding TA/TARA's, which is predominantly historical, and certainly in the case of the large associations, is linked to their success in winning resources under the then Government funded Urban Programme, and suggests a more equitable way of funding for the future.
- 2.2 The report acknowledges that different Associations want to progress and develop at different speeds and therefore proposes that two levels of funding are made available to TA/TARA's, depending on how quickly they wanted to develop. The report also sets out a clear developmental path for Associations, explaining how they can develop and access additional resources and facilities, and lays down clear targets for Associations to achieve under the two funding regimes.

**3. RECOMMENDATIONS**

- 3.1 It is recommended that the **Housing Scrutiny Committee** consider the following recommendations, and the views of the LFTA and Housing Management Board, and pass on any comments to Corporate Director of Housing and Cabinet Link Member for Housing:

- i) Agree the role that TA/TARA's should play in the future and that all should be members of the LFTA (Para 2.2 of the Supporting Information report);
- ii) a property banding system with a two tier funding structure be approved, which will enable TA/TARA's to develop and progress at their own speed (paragraphs 2.4 of the Supporting Information report);
- iii) only those TA/TARA's accessing level two funding would be able to apply for funding for accommodation (paragraph 2.4 of the Supporting Information report);
- iv) the actual amounts to be paid under the two banding systems, as outlined in paragraph 2.6 of the Supporting Information Report, be supported;
- v) in future, all new TA/TARA's will be limited to a maximum of 1000 properties, unless specifically approved by the Corporate Director of Housing (paragraph 2.8 of the Supporting Information report);
- vi) funding, under the banding system, will be based upon the number of HRA properties supported by each particular TA/TARA only, and reviewed and updated annually (paragraph 2.9 of the Supporting Information report);
- vii) any changes in financial support to TARA/TA's should start from 1<sup>st</sup> October 2004 (paragraph 2.10 of the Supporting Information report);
- viii) a review of the activities carried out by the large TA/TARA's be undertaken to identify those areas not covered by the new Service Level Agreement and whether they are a priority for the Council, and if they are, that they be the subject of a service development bid in 2005/6 (paragraph 2.11 of the Supporting Information report);
- ix) the Council will generally limit the rent/leasing cost and size of accommodation that TA/TARA's can occupy to £3,200 per annum (subject to annual review) and/or 350sq ft. Any exceptions would have to be on the approval of the Corporate Director of Housing in consultation with the Cabinet Link Member for Housing (paragraph 3.2 of the Supporting Information report);
- x) a two year maximum timescale be set, for the large associations to move to the new funding regime for accommodation (paragraph 3.4 of the Supporting Information report);

- xi) all TA/TARA's continue to be provided with PC's, PC support and general training, free of charge (paragraph 4.1 of the Supporting Information report);
- xii) the Council withdraws funding for workers from TA/TARA's, and replaces it with a right to access officer support from the Council, which will be available to all TA/TARA's through their Community Associations (paragraph 4.2 of the Supporting Information report);
- xiii) overall control for officer support is delegated to the LFTA, in conjunction with the Housing Department, however in the first instance, the six Community Associations would have the right to determine the individual need of each of the TA/TARA's in their area and to allocate their area officer resource as they think appropriate (paragraph 4.3 of the Supporting Information report);
- xiv) officers ensure that the Council complies with the requirements of the Race Relations Amendment Act 2000 (paragraph 4.6 of the Supporting Information report);
- xv) TA/TARA's, accessing level one or level two funding will, in future, be required to achieve a set of standards/outputs, as outlined at appendix 1 (paragraph 5.1 of the Supporting Information report);
- xvi) any TA/TARA failing to achieve the specified standards/outputs for two years in succession will have its funding withdrawn (paragraph 5.1 of the Supporting Information report);
- xvii) the Council will not provide financial support for drop-in-centres or café, and any TA/TARA operating these activities will be required to prove that no cross subsidisation has taken place from Council funds (paragraph 6.1 of the Supporting Information report); and
- xviii) authority is delegated to the Corporate Director of Housing in consultation with the Cabinet Link Member for Housing to resolve any detailed matters arising from this report.

3.2 The **Cabinet** is recommended to delegate authority to the Corporate Director of Housing, in consultation with the Cabinet Link Member for Housing, to decide how to proceed following the receipt of any comments from the LFTA, Housing Management Board and Housing Scrutiny Committee.

#### 4. **FINANCIAL IMPLICATIONS (prepared by Graham Troup)**

4.1 The Council has limited resources and has already said that its priority is to use any 'surplus' resources to achieve the Government's Decent

Homes Standard. Therefore, this report is about, in the main, redistributing those resources already approved by Council for supporting the tenants' movement in Leicester, and making available both officer support and accommodation to all TA/TARA's.

- 4.2 It is highly unlikely that all TA/TARA's would immediately move to a situation where they required or were able to secure accommodation in the short term. If they did, and this happened before those associations with large premises, i.e. over 350sq ft, had down sized, then there would be an initial maximum increase in costs involved to the HRA of c£7,200 which would have to be managed and contained within the Department's approved budgets. Officers are confident that, if necessary, this can be achieved. Once the large TA/TARA's have downsized, the costs associated with this report will exactly meet the budget available.
- 4.3 However, Members will appreciate that under any redistribution proposal there will be a number of associations who will win and a number who will lose out under the new funding scheme, and a system of short-term support will need to be introduced to assist the losers to adjust to their new funding levels. The actual amount involved will depend on what activities are identified as a priority, and not already covered in the draft Service Level Agreement. These items will need to be funded until such time as Members have an opportunity to decide whether they will be supported as a service development bid in 2005/6 and future years. The costs of this are likely to be very small and again will be contained within the Department's approved budgets.

**5. LEGAL IMPLICATIONS (Prepared by Joanna Bunting)**

- 5.1 There are no legal implications associated with this report. However, the Council has a duty to maintain arrangements for consulting with its tenants.

**6. OTHER IMPLICATIONS**

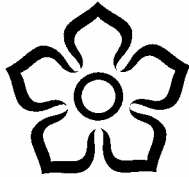
	Yes/No	
Equal Opportunities	No	
Policy	No	
Sustainable & Environmental	No	
Crime & Disorder	No	
Human Rights Act	No	

**7. AUTHOR OF REPORT**

- 7.1 Dave Pate, Principal Service Director - extension 6801

**DECISION STATUS**

<b>Key Decision</b>	<b>No</b>
<b>Reason</b>	<b>N/A</b>
<b>Appeared in Forward Plan</b>	<b>No</b>
<b>Executive or Council Decision</b>	<b>Executive (Cabinet)</b>



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**Report of the Corporate Director of Housing**

**SUPPLEMENTARY INFORMATION**

**1. BACKGROUND**

- 1.1 Tenant's representatives raised the issue of current Tenant and Tenant and Resident Association (TA/TARA) funding at the Housing Management Board on the 22nd October 2003 and requested officers to carry out a review and to recommend a more fair and equitable basis for funding in the future.
- 1.2 As a result of this, officers presented a paper to the Housing Management Board on the 17<sup>th</sup> December 2003, which was agreed. However, this decision was challenged at the subsequent Housing Management Board and the decision over-turned pending a full review with adequate consultation.
- 1.3 In response to a question at Council on the 29th January from Councillor Draycott, the Cabinet Link Member for Housing agreed to undertake a full review of TA/TARA funding with immediate effect, and to come up with a more fair and equitable basis for funding TA/TARA's in the future.
- 1.4 In addition, the Inspectors, undertaking the recent Best Value Review of Housing Management, commented on and were critical of the funding inequalities between the small and large TA/TARA's, and in particular that the Council has known about this, but failed, for a considerable period of time, to address the issue.
- 1.5 The review has, therefore, considered not only how TA/TARA's in the City should be funded, in future, but also, how they should be able to access additional resources when they are in a position to do so, and

what the Council requires from TA/TARA's in return for the funding given.

## **2. BASIS OF FUNDING**

2.1 In considering the basis of funding the TA/TARA movement in Leicester, the issue of linking funding to the problems in an area, was raised and considered. Clearly, different areas of the City have different problems and these will change from time to time. For example the current basis of funding does not reflect the latest Index of Multiple Deprivation (see Appendix 2) with some TA/TARA's in the City receiving very large amounts of support despite their levels of deprivation being less than other areas of the City.

2.2 It would therefore be impossible to come up with a one-fit solution that satisfied everyone. The aim of having a TA/TARA movement in Leicester is to give tenants' a voice and the chance to influence and shape housing and other Council policies that affect their lives. It is suggested that in future the tenants role should be defined as follows:

- To give tenants' a voice in the City
- To improve the dialogue and interface between tenants and the Council
- To act as an advocate for tenant's rights
- To raise awareness amongst officers' and Members of issues affecting their area
- To raise awareness amongst tenants' on issues affecting or going to affect their lives
- To challenge officers and Members on policies and proposals
- To influence policy and direction of travel
- To help monitor and develop services

In addition, it is recommended that all TA/TARA's must be members of the LFTA to receive funding from the Council.

2.3 On this basis, it is the officers' opinion that our general approach to TA/TARA funding should not be influenced by deprivation factors. What may be more appropriate would be to slant the CRI or Environmental Budget resources, available in the Housing Capital Programme, to the areas of disadvantage, so we are able, over a period of time, to bring them up to the same level as the rest of the City.

2.4 In developing a new funding regime, it is the view of officers that, in future, there should be two levels of funding available to TA/TARA's depending on the range of activities and responsibilities they wish to undertake. An Association accessing the higher, level two, funding would also be able to access funding for its own office accommodation, if it wished. Funding for accommodation will not be made available for level one funded TA/TARA's.

- 2.5 It should be noted that the office accommodation is only intended to provide enough space for the TA/TARA's general office facilities plus room for Management Committee meetings. Any public/AGM meetings should be held elsewhere in the TA/TARA's area.
- 2.6 The funding will be based on a band of properties, as now, otherwise very small TA/TARA's would not get enough resources to provide a basic level of service to their members. The recommended banding, and funding for each of the two banding levels, is shown below, and the amount applicable to each association is shown in Appendix 3. These figures were previously discussed with tenants at the Housing Management Board in December, who felt that the amounts proposed were adequate for their needs. However Members should note that officers are confident that, even at these increased levels, because a level of redistribution is taking place, that the costs can be contained within the overall current approved budget provision:

<b>Bands of Properties per Association</b>	<b>B a n d</b>	<b>Current Level of Funding</b>	<b>Proposed Level One Funding</b>	<b>Basic Level Two Funding</b>	<b>Accomm Provision -maximum</b>	<b>Overall Proposed Level Two Funding</b>
Up to 25 tenancies	1	<b>302</b>	<b>250</b>	500	3200	<b>3700</b>
26 -75 tenancies	2	<b>302</b>	<b>500</b>	1000	3200	<b>4200</b>
76 - 250 tenancies	3	<b>302</b>	<b>750</b>	1500	3200	<b>4700</b>
251 – 500 tenancies	4	<b>604</b>	<b>1000</b>	2000	3200	<b>5200</b>
501 – 750 tenancies	5	<b>732</b>	<b>1250</b>	2500	3200	<b>5700</b>
751 – 1000 tenancies	6	<b>876</b>	<b>1400</b>	2875	3200	<b>6075</b>
1001 – 1250 tenancies	7	<b>1030</b>	<b>1600</b>	3250	3200	<b>6450</b>
1251 – 1500 tenancies	8	<b>1168</b>	<b>1800</b>	3750	3200	<b>6950</b>
Over 1500 tenancies	9	<b>1460</b>	<b>2000</b>	4500	3200	<b>7700</b>
LFTA	-	<b>17400</b>	-	-	-	<b>25,000</b>

- 2.7 In connection with the current level of funding shown above, seven TA/TARA's also receive additional resources because of historical reasons, ie

<b>TA/TARA</b>	<b>Tenancies</b>	<b>Current Budget</b>	<b>Rent</b>	<b>Overall Budget</b>
Charnwood TA	254	0	2600	2600
Rowlatts Hill TA	876	876	3200	4076
Eyres Monsell TA	1993	26800	6750	33550
Morton and Northfields TA	1030	27500	2202	29702
St Matthews TA	1282	24200	2850	27050
St Peters TA	931	36800	5550	42350
Beaumont Leys TA	1793	6400	6900	13300

- 2.8 It is the view of officers that we should limit the size of all new TA/TARA's, in future, to no more than 1000 properties. This is because beyond this level associations become unwieldy and difficult to represent. However, it may be that, depending on a particular geographical area, there will be occasions when it makes sense to exceed this figure. In these circumstances the Corporate Director of



Housing should have authority to authorise an increase to the 1000 figure although funding would still be limited to the Band 9 rate shown above if the overall number exceeded 1500.

- 2.9 In addition, as funding is currently made via the HRA, it should be directly linked to Council properties only within the banding system, and reviewed and updated annually, based on the number of HRA properties in the Association's catchment area, as at 31<sup>st</sup> March in each year. This will also ensure that no property is covered by more than one TA/TARA.
- 2.10 Clearly, there are a number of associations who receive funding over and above that recommended in paragraph 2.6 above. To be fair to them it will be necessary to identify what activities they are currently undertaken and how they can be supported in the future. There will also need to be a period for them to adjust their activities/commitments and therefore it is recommended that any changes in funding arrangements take effect from 1<sup>st</sup> October 2004.
- 2.11 In addition, those activities that fall outside the HRA will need to be assessed to decide whether they are a priority for the Council and whether TA/TARA's are best placed to undertake this work. If it is, and they are, then funding should be put forward as a General Fund Service Development bid next year. If not, it should cease at the end of this financial year. In the case of HRA activities then a decision will have to be taken again about its overall priority and whether the item can be met under the new system or by other means. If it can't, and it is a priority, then again, it would have to be considered as a HRA Service Development bid for next financial year.

### **3. ACCOMMODATION**

- 3.1 When an Association is ready to move to level two funding and wishes to access accommodation, then it is incumbent on it to find a suitable property for itself, although we would expect the Community Development Officers in the Housing Department to assist them in this endeavour. The main thing is that it is left to the TA/TARA's to decide when (and if) they want to progress to the next level and if it wishes to access accommodation. The Council's role is to simply assist them in developing their organisation, at a speed that suits them and when they are in a position to do so.
- 3.2 In connection with financial support for accommodation, it is recommended that this should only cover the rent/leasing costs involved. The increase in basic budget provision should be utilised to offset any other costs associated with running the office, i.e. rates, electricity, gas, water and sewerage, maintenance etc. In addition, it is recommended that we link the financial support for accommodation to the equivalent of renting a reasonable sized shopping unit on an estate Parade. It is suggested that it should be able to house up to 15 people

for a meeting and operate as an office the remainder of the time i. e. no more than 350 sq ft in size (23'x15' approx). It is therefore recommended that the rental/leasing provision be set at a maximum of £3200 per annum (this will be adjusted annually linked to inflation), although there may have to be some exceptions to this, and therefore, it is recommended that this would only apply on the specific authorisation of the Corporate Director of Housing in consultation with the Cabinet Link Member for Housing.

- 3.3 The exceptions would/could arise because not all TA/TARA's can access shops owned by the Council and therefore, some may have to rent/lease in the private sector. In these situations we should control the cost to the Council by limiting the overall size of the property to the 350 sq ft outlined above.
- 3.4 Where Associations already occupy more expensive accommodation, a review will be undertaken to ascertain whether they could relocate to alternative accommodation. If they can, they would be expected to do so. If they can but do not relocate, then at the end of a two-year transitional period, their accommodation funding will be adjusted to the maximum amount approved (currently recommended £3200) at that time. If an Association has actively pursued but cannot find alternative accommodation, then the Council will continue to meet the rental/leasing costs involved until such time as they can.
- 3.5 It should be noted; the requirement to comply with the £3200 and/or 350sq ft limit would not apply to the LFTA.

#### **4. OTHER SUPPORT**

- 4.1 It is the intention to continue to give Associations PC's, PC Support and general training, free of charge, as at present. Although we will ask them to sign an undertaking that the PC will not be used for anything other than TA/TARA activities and any one caught using it inappropriately, particularly accessing adult web sites, will be removed from the TA/TARA and refused access to all TA/TARA facilities, in future.
- 4.2 There is clearly inequality in the current support for and distribution of workers within the TA/TARA movement and this was undoubtedly one of the catalysts, if not the main one, that brought about the original complaint from many of the smaller associations. It is therefore recommended that TA/TARA's should not be allowed to directly access funding for workers. What should happen is that the Council should directly employ staff and make them available, to all TA/TARA's, through the Community Associations. The exact amount of support would depend on the size of the TA/TARA, its need and current range of issues and problems. Should a TA/TARA decide to employ staff directly, they would need to do it without the financial help of the Council.

- 4.3 In the first instance, each Area Community Association will be allocated a bank of hours and they will decide how best to allocate them across the TA/TARA's within their area. If one particular Community Association area had extreme problems that required further additional support, a case would be made to the LFTA who would, in conjunction with the Housing Department, have the authority to reallocate some of the hours available in other Community Association areas, to tackle the problem over a set period of time. The actual amount of support an area is initially allocated will depend on how many Council properties the TA/TARA's in their area cover. The following table highlights how officer support would be calculated based on the banding system outlined in paragraph 2.6 above:

<b>Properties per Band</b>	<b>Band(s)</b>	<b>Officer Support per week</b>
Up to 75 tenancies	1 & 2	1
76 - 250 tenancies	3	2
251 – 500 tenancies	4	4
501 – 750 tenancies	5	6
751 – 1000 tenancies	6	8
1001 – 1250 tenancies	7	10
1251 – 1500 tenancies	8	12½
Over 1500 tenancies	9	15
LFTA	-	18½

However, it should be noted that these figures are meant as only a guide to help determine how much officer support should be allocated to each of the Community Association areas; they are not a guarantee of how much a particular TA/TARA will receive.

Nevertheless, this approach will provide a better spread of officer support across the Community Association areas and assist the individual TA/TARA's in developing their potential to its full capacity.

- 4.4 Should the above be adopted, it would have resulted in the following spread of officer support across the six Community Associations, but to provide consistency and target resources where new needs are arising, the following is recommended:

<b>Community Association Area</b>	<b>Available</b>	<b>Recommended</b>
Braunstone (Five new TA/TARA's under development)	Nil	37
Central	26½	37
New Parks	36	37
Saffron	34	37
Tailby	50½	55½
Beaumont Leys	40	37
LFTA	18½	18½
Spare	53½	Nil

This will also enable the Community Development Officers to remain in their current patch, which was something TARA/TA's requested at the meeting on the 12 May 2004.

- 4.5 It is also proposed that, in future, all staff will be employed by the Council to remove the responsibility of recruiting, managing and organising, and supporting staff, and in particular, the problem of cover during periods of vacancies and absence, as well as removing the risk of personal and professional liability, from a TA/TARA's own Management Committee.
- 4.6 In developing this approach, the Council must have regard in its actions to eliminate unlawful racial discrimination, promote equality of opportunity and promote good relations between people of different racial groups under the Race Relations Amendment Act 2000. An impact assessment is in the process of being carried out to ensure we comply with the requirements of this Act.

## **5. SERVICE LEVEL AGREEMENTS**

- 5.1 In line with the Council's drive to develop and improve performance, officers have developed a set of standards/outputs that TA/TARA's will be required to achieve for the funding allocated. However, the level and range of standards/outputs will depend on the level of funding the TA/TARA decides to access. Before a TA/TARA can access funding, they will have to sign an undertaking to deliver the appropriate set of outputs in their area, reflecting the level of funding they wish to access. These are shown in appendix 1 for Members information. TA/TARA's wishing to access level one funding would have to meet the lower level of service provision than those accessing level two funding. A TA/TARA that failed to meet their service provision requirements, two years in succession, would have its funding withdrawn. New TA/TARA's will be given a twelve-month 'bedding in' period to establish a plan, on how they will comply with the Service Standards/Outputs, before the two year delivery requirement begins.

## **6. OTHER ISSUES**

- 6.1 A number of TA/TARA's have opened or would like to open either a drop-in-centre and/or café to support their activities. This is obviously a decision for individual TA/TARA's, however; the Council should not fund it, in any way. In addition, TA/TARA's should be required to maintain a separate set of accounts that should be available for inspection, by the Council, to prove that cross subsidisation has not and is not taking place.
- 6.2 It is important in developing a new structure that the excellent work that TA/TARA's do on the estates, especially around the area of community cohesion and social integration, is not lost. Officers have therefore built in a number of requirements in the Service Provisions (see appendix 1) that TA/TARA's will be asked to undertake to qualify for funding.

**7. LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**7.1 Background Papers**

Correspondence with TA/TARA's

**8. CONSULTATION**

- 8.1 Tenants representatives have been fully consulted through the LFTA and Housing Management Board. This included a meeting with the TARA/TA's/LFTA at which 20 of the 25 were present. Plus, all TARA/TA's were invited at the meeting, and were subsequently contacted, by letter/e-mail, to provide written comments on the draft proposals. Following feedback, a number of amendments have been made to the report particularly in the two proposed Service Level Agreements.

**9. AIMS AND OBJECTIVES OF THE HOUSING DEPARTMENT**

- 9.1 This report meets the Committee's overall Quality of Life Aim for the Department 'A decent home within the reach of every citizen of Leicester', and within that Key Objective 9 - To promote, support and develop tenants groups in the City in the context of Best Value and Tenants Compacts.

**10. REPORT AUTHOR**

Dave Pate – Ext. 6801

**SERVICE LEVEL AGREEMENT FOR TA/TARA's**

<b>Band One funded TA/TARA's</b>	<b>Band Two funded TA/TARA's</b>	<b>Difference</b>
<p>1. Hold public meetings for all their members on at least 2 occasions each year (including the AGM), with minutes available within 14 days including displaying on the TA/TARA Website. Report the outcome and proposed responses to the TARA/TA Committee for endorsement.</p>	<p>1. Hold public meetings for all their members on at least 2 occasions each year (including the AGM), with minutes available within 14 days including displayed on the TA/TARA Website. Report the outcome and proposed responses to the TARA/TA Committee for endorsement.</p>	
<p>2. Take up matters raised by local residents with the Housing Department via meetings with the Neighbourhood Housing Manager, Community Development Officer (CDO) or at either their TA/TARA Meetings or Community Association meetings.</p>	<p>2. Take up matters raised by local residents with the Housing Department via meetings with the Neighbourhood Housing Manager, Community Development Officer (CDO) or at either their next TA/TARA Meeting or Community Association meeting.</p>	

<p>3. Each TA/TARA will achieve at least three of the following points: Be represented at: -</p> <ul style="list-style-type: none"> <li>a. At least 2 Stakeholders meetings each year;</li> <li>b. At least 4 Focus Group Meetings each year;</li> <li>c. The Annual Tenants Conference;</li> <li>d. At least 4 Community Association meetings each year;</li> <li>e. At least 4 Leicester Federation of Tenants Association meetings each year;</li> <li>f. Relevant training courses delivered in agreement with the LFTA and the Community Development Team of the Housing Department;</li> <li>g. At least 2 Housing Management Board meetings in the year.</li> </ul>	<p>3. Each TA/TARA will achieve at least three of the following points: Be represented at: -</p> <ul style="list-style-type: none"> <li>a) At least 2 Stakeholder meetings each year;</li> <li>b) At least 6 Focus Group Meetings each year;</li> <li>c) The Annual Tenants Conference;</li> <li>d) At least 4 Community Association meetings each year;</li> <li>e) At least 6 Leicester Federation of Tenants Association meetings each year;</li> <li>f) Relevant training courses delivered in agreement with the LFTA and the Community Development Team of the Housing Department;</li> <li>g) At least 4 Housing Management Board meetings in the year.</li> </ul>	<p>TA/TARA's in Band 2 to attend an additional 2 Focus Group Meetings, 2 LFTA Meetings and two Housing Management Board Meetings each year over those in Band 1.</p>
<p>4. Prepare and have at least 1 article each year printed in City</p>	<p>4. Prepare and have at least 2 articles, each year, printed in City</p>	<p>TA/TARA's in Band 2 to produce one additional article, over those TA/TARA's in</p>

<p>Housing News about either the work of the TA/TARA or an initiative successfully undertaken by the TA/TARA.</p>	<p>Housing News or local newspapers about the work of the TA/TARA or an initiative successfully undertaken by the TA/TARA.</p>	<p>Band 1.</p>
<p>5. Issue Newsletters to all their Members updating them on the work of the TA/TARA, at least twice annually.</p>	<p>5. Issue Newsletters to all their Members updating them on the work of the TA/TARA, at least twice annually.</p>	
<p>6. Hold an annual open day to promote the TA/TARA movement in the City (along with the LFTA) and highlight the work and successes of the Association.</p>	<p>6. Hold an annual open day to promote the TA/TARA movement in the City (along with the LFTA) and highlight the work and successes of the Association.</p>	
<p>7. Update their web pages at least 4 times each year and not have out of date information on their web pages for more than 5 working days.</p>	<p>7. Update their web pages at least 8 times each year and not have out of date information on their web pages for more than 5 working days.</p>	<p>TA/TARA's in Band 2 to update their web pages an additional four times each year over those TA/TARA's in Band 1.</p>
	<p>8. If required, assists in the planning/organising of the Annual</p>	<p>TA/TARA's in Band 2 to assist in the planning/organisation of the Annual</p>



	Tenants Conference and assists with workshops.	Tenants Conference and to assist with workshops. This is not a requirement on Band 1 TA/TARA's.
8. Develop, and regularly review, a set of standards for the Association.	9. Develop, and regularly review a set of standards for the Association.	
9. With the support of the Housing Department, produce and circulate an annual questionnaire, to all members, on issues affecting their area. Actual numbers to be surveyed, to be advised by the Housing Department. Report the responses received and proposed actions to the TARA/TA Committee.	10. With the support of the Housing Department, produce and circulate an annual questionnaire, to all members, on issues affecting their area. Actual numbers to be surveyed, to be advised by the Housing Department. Report the responses received and proposed actions to the TARA/TA Committee.	
10. Carry out a 10% customer satisfaction survey, twice per year, with tenants/residents receiving advice/support from the Association, and record results, lessons learnt and actions taken, as a result of the findings. Report the figures and proposed actions quarterly to the TARA/TA	11. Carry out a 10% customer satisfaction survey, twice per year, with tenants/residents receiving advice/support from the Association, and record results, lessons learnt and actions taken as a result of the findings. Report the figures and proposed actions quarterly to the TARA/TA	

Committee.	Committee.	
<p>11.Show valid bookkeeping and budget sheets to the relevant CDO every six months, and have written financial reports to each meeting of the TA/TARA's Management Committee.</p>	<p>12.Show valid bookkeeping and budget sheets to the relevant CDO every six months and have written financial reports to each meeting of the TA/TARA's Management Committee. Produce annual accounts for the TA/TARA within 6 months of the relevant year-end.</p>	<p>TA/TARA's in Band 2 to produce annual accounts for the TA/TARA within 6 months of the relevant year-end. This is not a requirement for Band 1 TA/TARA's.</p>
<p>12.Negotiate and agree a local Tenants Compact for its Association with the Housing Department, which will be updated annually and approved at a public meeting of its membership. Assist in the continuous review of the City Wide Tenants Compact to ensure its continued relevance and appropriateness.</p>	<p>13.Negotiate and agree a local Tenants Compact for its Association with the Housing Department, which will be updated annually and approved at a public meeting of its membership. Assist in the continuous review of the City Wide Tenants Compact to ensure its continued relevance and appropriateness.</p>	
<p>13.Play a role in helping to shape the priorities/workload of the CDO's in the area.</p>	<p>14.Play a role in helping to shape the priorities/workload of the CDO's in the area.</p>	

<p>14. Working through the LFTA, have an input into the HRA Business Plan, i.e. comment on and agree service objectives/priorities etc.</p>	<p>15. Working through the LFTA, have an input into the HRA Business Plan, i.e. comment on and agree service objectives/priorities etc.</p>	
<p>15. Engage with relevant funding bodies in the area, and, if possible, complete at least one funding application annually.</p>	<p>16. Engage with relevant funding bodies in the area, and, if possible, complete at least one funding application annually.</p>	
<p>16. Provide information and feedback to the Housing Department, whenever the Department asks the TA/TARA to fulfil a consultation role.</p>	<p>17. Provide information and feedback to the Housing Department, whenever the Department asks the TA/TARA to fulfil a consultation role.</p>	
<p>17. Produce an annual action plan, which will aim to improve participation in the TA/TARA from under represented groups and agree this with the TARA/TA Committee.</p>	<p>18. Working with other agencies in the area, the TA/TARA will produce an annual action plan, detailing how issues raised from the annual questionnaire will be resolved. Agree the Plan with the TARA/TA Committee. The Plan will also include improving participation from under represented groups within the TA/TARA, how</p>	<p>TA/TARA's in Band 2 are required to produce a much more detailed annual action plan responding to tenants needs in their area and targeted at developing community cohesion and at least one other initiative.</p>

	community cohesion issues will be developed in their area, and at least one other initiative. This to be agreed by the Corporate Director of Housing and endorsed at a public meeting of its membership.	
18. Provide monitoring statistics of their Committee and its meetings to show the breakdown in terms of age, sex and ethnicity. The statistics should also highlight attendance at Committee meetings and any public meetings called by the Association.	19. Provide monitoring statistics of their Committee and its meetings to show the breakdown in terms of age, sex and ethnicity. The statistics should also highlight attendance at Committee meetings and any public meetings called by the Association.	
	20. Arrange and actively promote advice surgeries in their area, by inviting professionals from agencies within the City, on at least six occasions annually. These could include the following:  Housing Benefit & Council Tax Benefit Rent and/or Council Tax arrears Welfare/disability benefits	This is a requirement on Band 2 TA/TARA's only.

	<p>General Housing Issues Repairs and maintenance Anti-social behaviour issues Environmental Issues Legal Enquiries Money Advice Other Agencies as appropriate</p> <p>Annual statistics to be produced on the success, or otherwise, of these advice surgeries.</p>	
	<p>21. Establish aims and objectives for the Association, after consultation with members, which are made available to all members within the area.</p>	<p>This is a requirement on Band 2 TA/TARA's only.</p>
	<p>22. Where the TA/TARA has premises, the Committee will undertake to meet all obligations associated with its legal requirements on Health &amp; Safety, insurance and repairs and maintenance.</p>	<p>This is a requirement on Band 2 TA/TARA's only.</p>

<p>19. Develop a Committee pack, which is given to all new Committee members when they are elected.</p>	<p>23. Develop a Committee pack, which is given to all new Committee members when they are elected.</p>	
<p>20. Working with the LFTA, establish a training need analysis, within six weeks of each Committee being elected, and give that to the Community Development Team for action.</p>	<p>24. Working with the LFTA, establish a training needs analysis, within six weeks of each Committee being elected, and give that to the Community Development Team for action.</p>	
<p>21. Make sure that members know their right to complain about decisions of or work by the Committee, under a complaints system agreed by the LFTA. Report quarterly to the TARA/TA meeting issues and outcomes and agree appropriate plans of action.</p>	<p>25. Make sure that members know their right to complain about decisions of or work by the Committee, under a complaints system agreed by the LFTA. Report quarterly to the TARA/TA meeting issues and outcomes and agree appropriate plans of action.</p>	
<p>22. Keep records of all complaints against the Association and records of the action taken to avoid the same issue being repeated. Report quarterly to the TARA/TA meeting</p>	<p>26. Keep records of all complaints against the Association and records of the action taken to avoid the same issue being repeated. Report quarterly to the</p>	

issues and outcomes and agree appropriate plans of action.	TARA/TA meeting issues and outcomes and agree appropriate plans of action.	
23. Identifying and highlighting issues affecting the local area to the Housing Department particularly, abandoned dwellings or cars, rubbish dumping, graffiti, or other environmental issues.	27. Identifying and highlighting issues affecting the local area to the Housing Department particularly, abandoned dwellings or cars, rubbish dumping, graffiti, or other environmental issues.	
	28. Assists the Housing Department in its drive to continually improve services by acting as a Tenant Inspector or Mystery Customer on at least two occasions annually. Also, assist in the training of front line staff by highlighting the impact of housing services from a customer perspective.	This is a requirement on Band 2 TA/TARA's only.
24. Operates as an advocate for tenants, and other groups in their area, and raises issues/concerns with the Council.	29. Operates as an advocate for tenants, and other groups in their area, and raises issues/concerns with the Council.	

<p>25.Pre pares and submits bids for resources available under the Environmental and CRI Budgets.</p>	<p>30.Pre pares and submits bids for resources available under the Environmental and CRI Budgets.</p>	
	<p>31. Keeps in contact with other TA/TARA's, both within the Council and elsewhere in the Country, to help understand issues facing tenants generally and assists the Council in developing an appropriate response to Government legislation or instructions, to the benefit of tenants' in Leicester.</p>	<p>This is a requirement on Band 2 TA/TARA's only.</p>
<p>26.Work with the Housing Department to provide support to new families entering the Association's area.</p>	<p>32. Work with the Housing Department to provide support to new families entering the Association's area.</p>	
<p>27.Help the Housing Department to identify and tackle issues of racial or sexual harassment, and/or anti-social behaviour in the Association's area.</p>	<p>33.Help the Housing Department to identify and tackle issues of racial or sexual harassment, and/or anti-social behaviour in the Association's area.</p>	



	34. Actively participate in an area of major review within the housing service to ensure the tenants' perspective is fully covered, including the requirements and assessment of tenders and the monitoring of contracts, e.g. grounds maintenance.	This is a requirement on Band 2 TA/TARA's only.
28. Assists in monitoring all front line services provided by the Council and helps identify breakdowns in service delivery, customer care issues or bureaucratic red tape, so improvements can be made for the benefit of customers.	35. Assists in monitoring all front line services provided by the Council and helps identify breakdowns in service delivery, customer care issues or bureaucratic red tape, so improvements can be made for the benefit of customers.	
29. Invite Ward Councillors to all TARA/TA meetings, including conferences, AGM's etc., and send them copies of all minutes of these meetings.	36. Invite Ward Councillors to all TARA/TA meetings, including conferences, AGM's etc., and send them copies of all minutes of these meetings.	



**APPENDIX 2****INDEX OF MULTIPLE DEPRIVATION**

<b><u>Ranking</u></b>	<b><u>Old Wards</u></b>	<b><u>Score</u></b>	<b><u>Rank in England</u></b>
1	North Braunstone	71.75	57
2	Wycliffe	65.79	150
3	Spinney Hill	55.55	371
4	Saffron	55.17	383
5	New Parks	54.58	410
6	West Humberstone	52.41	488
7	Mowmacre	52.33	490
8	Belgrave	51.31	517
9	Eyres Monsell	49.27	594
10	Coleman	49.12	599
11	Beaumont Leys	49.09	600
12	Latimer	48.82	612
13	Charnwood	48.67	621
14	Thurncourt	41.14	1048
15	Rowley Fields	36.10	1408
16	Rushey Mead	35.57	1443
17	Crowns Hill	35.09	1489
18	Western Park	33.43	1629
19	St Augustine's	33.27	1651
20	Abbey	31.79	1796
21=	Stoneygate	27.03	2342
21=	Aylestone	27.03	2343
23	Humberstone	26.18	2477
24	Westcotes	24.71	2699
25	Evington	21.54	3264
26	Castle	19.49	3662
27	West Knighton	14.81	4787
28	East Knighton	6.37	7683

Indices based on Income, Employment, Health Deprivation & Disability, Education, Skills, Training Geographical Access to Services and Housing.

Taken from the Indices of Deprivation for Wards in England, 2000.

APPENDIX 3

**ANALYSIS OF FUNDING FOR TA/TARA's UNDER THE NEW STRUCTURE**

TA/TARA	No of Properties	Band One Funding	Band Two Funding*
Aikman Ave TA	388	1000	5200
Allexton Gardens TA	244	500	4200
Braunstone Frith TA	748	1250	5700
Charnwood TA	254	1000	4600
Evington and Goodwood TARA	764	1400	6075
Hand in Hand TA	1054	1600	6450
Montrose Rd South TARA	59	500	4200
Mowmacre TA	1300	1800	6950
Neston Gardens Action Group	154	500	4200
Netherhall TARA	940	1400	6075
New Parks TARA	1021	1600	6450
Rowlatts Hill TA	876	1400	6075
Saffron TARA	2343	2000	7700
St Andrews TA	58	500	4200
Stocking Farm/Abbey Rise TA	1500	1800	6950
Tailby TA	403	1000	5200
Thurnby Lodge TA	1350	1800	6950
West End South TARA	343	1000	5200
Eyres Monsell TA	1993	2000	**7700
Morton & Northfields TA	1030	1600	5452
St Matthews TA	1282	1800	6600
St Peters TA	931	1400	**6075
Beaumont Leys TA	1793	2000	**7700
LFTA		25000	25000
<b>TOTAL</b>		<b>55850</b>	<b>192402</b>

\* The figures shown in this column include £3200 for accommodation costs.

\*\* These TA/TARA's current accommodation costs will be protected for a minimum period of up to two years.