



# Sutton Federation of Tenant and Resident Associations



Action	Why	Tasks	Intended Outcomes	Officer	By When	How Measured
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1	To improve Consultation And Diversity	To raise awareness and accessibility to all of the community	<p>Consult on SFTRA Action plan.</p> <p>Feedback forms for General Meeting and St Helier Festival.</p> <p>Consultation Page on website with Comments Page.</p> <p>Consult with Resident Associations</p>	Reaching wider public and giving SFTRA knowledge of Diversity and individual Estates	BB	Sept 2011	Feedback contact and communication from the public, Groups ect. Through SFTRA General Meetings, Website, Community News, St Helier Festival, Resident Associations and interested Partners. New Staff induction visits to SFTRA Office
2	Demonstrate to Residents and SHP that we improve services, resident Satisfaction and prove Good value for money (accountability)	<p>Work to improve and enhance services.</p> <p>Provide useful and meaningful outcomes of budget provided (Value for money)</p>	<p>SFTRA representation at RIG, SIG, Compact Monitoring Group, Decent Homes Group, LBS Partnership Board, ALMO Monitoring Board. To provide Annual Report's.</p> <p>Consult on HRA as a priority. Work in Partnership</p>	Raise awareness, Services, Resident Satisfaction and Involvement	FB JL/Deputy Coordinator	Sept 2011	Survey SHP staff for satisfaction with /knowledge about SFTRA annually. Consult residents on satisfaction with SFTRA at events/ meetings/web and Community News. Annual reports to every resident and staff listing outcomes.

			with SHP and LBS. Attend Local Committees.				Involvement in HRA review. Issues raised at Local Committees
3	Improve delivery of services at SHP	Better resident satisfaction. Improvement in quality of life	Work with LBS and SHP. Develop publish guide to resident TSA	Public to engage with knowledge received	JL RB/Deputy Coordinator	Sept 2011	Local offers SFTRA's TSA publication. Taking part in consultations and surveys. Feedback from Local Committees
4	Build relationships at SHP to make SFTRA more effective	Team Building	Attend meetings organised by all departments of SHP. Invite Officers of SHP to SFTRA Executive meeting. Invite all staff to SFTRA General meeting. Invite to Fun Days, SFTRA Christmas Social and St Helier Festival	Raise awareness of SFTRA and gather information on Community's and neighbourhoods. Improve relationship and transparency between all Partners. Being Positive.	PO/RH	Sept 2011	SFTRA annual away day, invites to board and officers of SHP/ LBS. Feedback from various meetings. Friendly happy atmosphere.
5	Achieve more at Grass Roots level	Raise awareness and promote Diversity. Build on electronic methods of involvement and communication. SFTRA to be more youth friendly.	Continue to improve SFTRA website. SFTRA Facebook. Promote SFTRA at St Helier Festival. Visit coffee mornings. Improve Community News.	Involvement, improvement and wider engagement in our Neighbourhoods and Communities. Improving quality of life for all. Pride in our community	BH/CP	Sept 2011	Increased membership of all ages More residents becoming Volunteers to work in the community. Neighbourhoods looking cleaner, brighter and cared for.

		Improve involvement and engagement in our communities and neighbourhoods	More outreach to Schools and clubs. Get SFTRA Teens website up and running. Work closely with Neighbourhood Managers, Council Officers. Local Councillors and MPs				
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NOTE: Officers abbreviated names above are as follows:

- BB- Beverley Brigden
- FB- Frank Berry
- JL- John Leaver
- RB- Robert Brown
- PO- Pat Osborne
- RH- Renee Hurley
- BH- Barbara Harding
- CP- Chris Prentice