

SOUTHWARK GROUP OF TENANTS ORGANISATION

SPECIFIC SMART OBJECTIVES FOR 2010 -2012

Descriptions	Date To Be Achieved by	Measureable indicators
<p>1. INCREASE VISIBILITY</p> <p>To raise the profile of SGTO and ensure that we become strategically relevant to T&RAs and tenants generally, by attending meetings and working closely with Tenants and within the tenants' structure.</p>	2010/2012	<p>Events, Seminars, Trainings and appropriate surgeries for T&RAs and Tenants.</p> <p>In the year 2011-2012, we hope to increase our visibility by organizing 25% more events that will benefit tenants. Currently, we only meet once a month. We intend to produce monthly news briefings and explore the possibility of holding quarterly seminars/conferences.</p>
<p>2. PARTNERSHIP/COLLABORATION</p> <p>To work closely with the community development structure of the council and ensure that we support struggling T&RAs by providing on ground support and resources to help resuscitate defunct TRAs and real time support to existing functioning TRAs .</p>	2010/2012	<p>Regular liaison meetings with relevant officer/s at the council in charge of community development portfolios.</p> <p>We intend to increase our partnership and collaborative work by 25%. We will achieve this by increasing our interaction with other voluntary sector in the borough and play an active part in Southwark Infrastructural group.</p>
<p>3. CAMPAIGN & CAMPAIGN STRATEGY</p> <p>To increase and develop new campaign strategy in the borough and work towards increasing more participation and inclusion in housing and associated campaigns.</p>	2010/2012	<p>We hope to achieve this by leafleting and producing publications containing relevant information on local and national housing issues. In addition to the above, we hope to escalate our public events and seminars in the coming year. We are currently in the process of developing online blogs and forums to encourage discussions and highlight relevant issues.</p>
<p>4. INCREASE RESOURCES</p> <p>To increase the level of resources available to tenants by ensuring that we provide current information and continue to create and encourage avenues for tenants' interaction through our regular meetings.</p>	2010/2012	<p>Regular Newsletters as scheduled, information available on our website, monthly bulletins to delegates and at our regular group meetings.</p> <p>We intend to keep the publication of our quarter newsletter and ensure that they are timely.</p>

<p>5.</p>	<p>INCREASE PARTICIPATION</p> <p>To increase the level of attendance at our group meetings by a further 20% in the current year leading to 2012.</p>	<p>2010/2012</p>	<p>Strategic direct mailings, encouraging nominations at T&RAs' AGMs attended, Newsletters, advertisements and special events.</p> <p>We can increase attendance and participation at our group meeting by working more closely with T&RA and ensuring that a follow-up strategy is in place to maintain contact with delegates and prospective delegates.</p>
<p>6.</p>	<p>PROVISION OF FREE ACCOUNT SERVICE</p> <p>Yearly Audit of T&RA Account: We will be increasing our capacity to provide end of year independent verification of T&RA accounts. Currently, We have seen an increase of about 62% in comparison to last year. We hope to ensure that we have enough capacity to cope with demands in the coming year.</p>	<p>2010/2012</p>	<p>Increase in number of T&RA using the accounting service in the coming year by at least 15%</p>
<p>7.</p>	<p>WEBSITE DESIGN & TRAINING</p> <p>Website Development and Training: We have built in excess of 12 websites for T&RAs in the past 12 months, which averages about 1 every month. We hope to increase our capacity in the coming year to encourage more T&RA to take up this unique service. Currently, we have 5 websites waiting to be built or finish.</p>	<p>2010/2012</p>	<p>We hope to increase the number of websites built for T&RAs by 15% in the coming year.</p>
<p>8.</p>	<p>T&RA VISIBILITY</p> <p>To increase the visibility of T&RAs in the borough in the current year leading to 2012 by creating a web presence for affiliated T&RAs, free of charge. We are confident that this will allow the T&RAs to showcase their good work and also create an avenue for struggling T&RAs to emulate best practice.</p>	<p>2010/2012</p>	<p>Free Design, building and hosting of websites strategy for T&RAs in the Borough. Creating web links between T&RAs to encourage networking and share best practice. We anticipate that the website will increase visibility of T&RAs and showcase their achievements.</p>
<p>9.</p>	<p>TRAINING NEEDS</p> <p>To increase by 25% the training offered to Tenants with emphasis on capacity building and specific bespoke trainings by March 2012 and ensuring that there is no duplications of courses offered.</p>	<p>2010/2012</p>	<p>Design and implement a training strategy that will not duplicate existing training offered, but will identify training needs based on situation on-ground and demands. Emphasis will be on capacity building, participation and inclusion. We hope to achieve this by working closely with the new Residents Involvement structure to identify joint /partnership training.</p>
<p>10.</p>	<p>BAME PARTICIPATION (Black, Asian and Minority Ethnic)</p>	<p>2010/2012</p>	<p>Appoint a dedicated officer and a volunteer to move on the outcome of the BME research,</p>

	To work with the new community development structure of the council to increase the participation of BAME groups in local T&RAs and tenants' movement at large by 2012.		and to come up with a follow-up event that will measure outcome of the Survey and conference carried out in 2007.
11.	ON-GOING SUPPORT To help where possible reverse the increasing trend of failing T&RAs by proactively engaging with them and providing real time support.	2010/2012	Decrease the number of T&RAs folding due to lack of support, resources or internal conflicts where and when possible by utilising a joint working approach with the council and other voluntary and statutory organisations.
12.	To significantly improve staff satisfaction over the next 12 months.	2010/2012	On-going supervisions and yearly appraisals for staff utilising a management strategy that will seek to encourage on the job personal development and encourage outcomes.
13.	FUNDING NAVIGATION & SUPPORT To help facilitate access to additional funding for T&RAs by ensuring that our staff team are well placed to offer practical support and advice on specific projects and events.	2010/2012	Increase access to external funding sources and ensuring that we support and work closely with T&RAs with their applications for external funding. We hope to see an increase of 10% in T&RAs' access to external funding as a result of our intervention.
14.	YOUTH PROJECT SGTO is proposing to carry out a project to explore how the youths can be integrated in the housing consultation process. The project will seek to understand the barriers currently preventing young people from being part of the tenants' movement structure and their apparent lack of interest. At the end of this project we hope to have created more awareness of Tenants and Residents Associations and start the process of integrating young people in the tenants' consultation structure	2010/2012	Outcome of the event
15.	REPAIRS CONFERENCE SGTO is planning a Repairs conference in September 2011) where all stakeholders (Tenants, Politicians, Officers, Contractors and organisations) will meet to discuss issues around repairs, regeneration and housing. The conference will create an avenue to explore the future of repairs, regeneration and housing policies in Southwark. The event is to take place on a Saturday to encourage mass participation.		Outcome of the event