

**London Borough of Camden Tenant and Resident Association
(TRA) Quality Framework Self-Assessment**

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	Area A: Understanding the role of the committee (this is about understanding the role and responsibilities of your committee officers)	1	2	3	4	5
1	We understand the roles of our committee officers (chair, secretary and treasurer) and committee members. We delegate responsibility between each committee members using our different skills and strengths to achieve our goals					
2	We have an up to date constitution, standing orders and code of conduct that we follow and refer to, to make sure we are following the rules of our elected roles					
3	We have good governance in place ensuring our financial records are 'squeaky clean' and ready for inspection by our members					
4	We have good chairing skills and minutes are consistently and accurately recorded					
	Area A score					

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	Area B: Doing what is right for the organisation (this is about having a clear idea of what your TRA members want you to do on their behalf and if you are meeting their aspirations)	1	2	3	4	5
1	We have procedures in place to make sure all members can put items on the agenda at general meetings and our AGM					
2	All our members can (and do) let us know about their concerns and wishes					
3	Our members concerns and wishes are reflected in actions taken by the committee throughout the year					
4	We report back on our activities at our AGM and actively seek the views of our members when setting out our plans for the forthcoming year					
	Area B score					

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	Area C: Working effectively together (this is about making sure your committee has the necessary skills, knowledge, experience and diversity to get the best of your time together)	1	2	3	4	5
1	Our committee agree our training needs and accesses the training available from the Council to support us in achieving our aims					
2	Our committee attend properly planned committee meetings with agendas and minutes					
3	Our committee respects each other views and we follow the code of conduct in and outside of meetings					

4	We have open and positive discussions at our committee meetings and when appropriate, members report back from other meetings they have attended e.g. District Management Committees					
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	Area D: Control	1	2	3	4	5
1	We have financial policies and procedures in place and produce up to date accounts (summarised monthly) at our committee meetings and (reported fully) at general meetings					
2	Our committee have adopted standing orders and a Code of Conduct					
3	Our committee collectively agrees any correspondence or publicity sent on behalf of the TRA before it is released.					
4	We are aware of the rules governing 'data protection', Health and Safety, safeguarding children and vulnerable adults					
	Area D score					

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	Area E: Behaving with integrity	1	2	3	4	5
1	We protect our groups reputation and we are clear about who speaks on our behalf					
2	We work in collaboratively with the Council and its partners and 'challenge' decisions in a polite and respectful manner					
3	We manage conflicts of interest (where they arise) effectively and seek advice from the council if we are unsure in how to deal with the situation					
4	We ensure that we have independent discussions with our members, especially where funding is involved to ensure that we are delivering what are members want					
	Area E score					

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	Area F: Openness and accountability	1	2	3	4	5
1	We regularly report the activities of the committee to our members (meetings, notice boards, email, website), and encourage members to ask questions on our projects					
2	We are accessible to our members of the community, everyone knows how to find us					
3	We have a TRA website/electronic notice board, which is up to date and contains TRA minutes and news items					
4	We publicise our contact details and how the members can raise issues with us that effect the community					
	Area F score					

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	Area G: Community relationships (this is about your role in building relationships with your members, ward councillors and the wider community)	1	2	3	4	5
1	We have a good working relationship with our ward councillors and promote a positive image of our TRA at all times as being non-political					
2	We encourage a collaborative working relationship with Council officers to achieve our goals					
3	We are committed to working with our neighbouring estates and community groups to improve our environment for everyone					
4	We encourage neighbouring estates to form TRAs and will 'buddy' new committees to support and share experiences					
	Area G score					

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	Area I: Inclusion (this is about looking at what you do to ensure all residents feel welcomed to take part in TRA activities)	1	2	3	4	5
1	We hold meetings in suitable venues and times that suit most people to encourage maximum possible attendance					
2	We provide information to members in ways that suit their needs					
3	We know how to offer support to residents with disabilities who may wish to attend the meetings					
4	We are aware that the Council can provide translation services for those residents who may need this service when attending our meetings					
	Area I score					

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	Area J: TRA Hall (this is about looking at what you do to ensure all residents feel welcomed to take part in TRA activities)	1	2	3	4	5
1	We have a clear policy and pricing structure for renting our hall. We advertise how the hall can be booked and have a calendar of events that is displayed for all to see					
2	Our committee has attended the Council's Health & Safety, Food hygiene and the mandatory training for safeguarding children and vulnerable adults					
3	We pay the TRA hall utility bills from the revenue received from hiring the hall. Where we do not have enough income, we pay the bills from our TRA account and request a revenue grant if necessary					
4	We provide access to the hall for the Council's annual health and safety checks					
	Area J score					

Scoring your TRA evaluation

Now that you have completed the TRA evaluation all you need to do is add up the scores and workout a score for **each** area.

Your scores explained

Scores 35 to 50: excellent

According to your self-assessment Your TRA is performing excellently. You may wish to share good practice with other groups who will benefit from your expertise.

Scores 15 to 35: good but you need some development

According to your self–assessment you are doing a good job but you have identified areas where you need support / training or both.

Scores 0 to 15: you need support

According to your self-assessment, you will benefit from having a dedicated officer working with you to support your training and development needs, and get you ‘on track’. Don’t panic, we are here to help you and it is better that you have identified where you need to improve.

What to do next

Now that you have completed the self-assessment, please send the completed assessment back to us at tp@camden.gov.uk

We are very pleased to offer you a wide range of support techniques in a way that suits your group. We also want to learn from those TRAs who have scored excellent and share best practise in the important work you do.

Tips for success

Getting people involved

Getting people involved in TRA activities can be quite challenging, so it is worth thinking carefully with your committee how you are going to do this. Ask your neighbours how they would like to get involved and make sure you include the younger residents who may prefer to use your website or get involved in events.

Encourage your association to be realistic. Being successful a little at a time will build confidence. This might mean that not everyone gets what they want straight away, but you should be more successful in the long run.

Use a variety of methods to contact people

Remember that personal contact is the best kind of contact. So take a little time to talk to people when you deliver leaflets or collect surveys/questionnaires. People will have the opportunity to ask questions and understand more.

Consider using:

- Door knocking
- Newsletters, leaflets and posters
- Surveys / questionnaires
- Meetings
- Events / fun days
- Website / electronic notice boards

Break down the barriers - What stops people from becoming involved?

The truth is, lots of good reasons stop people from getting involved. Below are some of the reasons people have given for not getting involved;

- Language and cultural differences
- Access to meeting places
- No time to get involved
- Child care arrangements or family commitments
- Poorly located meeting places
- Fear of going out at night
- Fear of getting involved

Try to think about these points when planning your meetings and events to minimise the effect of peoples concerns by:

- Ask us for the demographic profile of your TRA area and encourage residents who can translate and interpret to play an active role at meetings and events. Camden can provide interpreters if you require them at your meeting and we can also help translate literature into different languages spoken in your area on request
- Use a venue which is local, well lit and wheelchair accessible. If you do not have a TRA nearby, try a community centre, library or school
- Vary the times of meetings allowing for those working or with child care arrangements to also be able to attend. Try to avoid holding meetings when major events are taking place

Publicise your successes because people are more likely to want to join in with a successful group

- Let people know about your projects such as funding to start a gardening club, community event, DMC funded project
- Let people know about your achievements
- Use a logo that people easily identify with your TRA and use it on all your advertising material
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Training and support

We have a wide range of 'free' training opportunities for TRA individuals and as a group; from committee training, events planning, face painting, website design, consultations, and whole IT package. You can find our training offer at

<http://www.camden.gov.uk/ccm/content/housing/council-tenants-and-leaseholders/tenant-participation/resident-training/>

We are keen to book your places to help you acquire the skills you need.