

## Regional Conferences

**The Met Hotel, Leeds**  
Thursday 25 February 2010  
**St James Park, Newcastle**  
Thursday 25 March 2010

InSTEP are holding their Regional Tenant Empowerment Conferences for Yorkshire and Humberside and the North East in the next few months.



Delegates will hear presentations from the Tenant Services Authority, The National Tenant Voice and local Tenant Management Organisations.

Delegates will be able to join in with open sessions throughout the day. These will include community led design with the Glass House, the Housing Ombudsman and choosing choice with Tribal.



A selection of free information will be available from the InSTEP stand and we will be providing delegates with personalised business cards to enable them network with each other and swap contact details.

Delegate places are priced at £125+vat for tenants and £150+vat for professionals.

Group discounts are available, please contact the InSTEP team to find out more.

For more information visit [www.instepservices.co.uk](http://www.instepservices.co.uk) or call the InSTEP team on 0500 844 111 to book your places.

## Tackling Anti-Social Behaviour

Back in November, Communities and Local Government announced a new drive to help agencies and communities tackle ASB together. John Denham and John Healey called upon frontline staff from community safety teams to housing officers across England to make full use of the powers and tools already available, while giving more support to residents and community activists.

£10m funding was announced to support a number of measures including:

- Letting local residents know the rights and how to report anti-social behaviour through targeted leaflets, regional events and information for local media
- Extra training for frontline staff such as ASB co-ordinators, police and neighbourhood wardens
- Training to help residents and community champions challenge police and councils and shape the approach to tackling anti-social behaviour; and
- Extra funding for 130 councils to help them deliver local work to tackle anti-social behaviour such as environmental clean up campaigns, supporting community led projects to engage young people and creating more attractive public spaces.

There will be further information available at InSTEP conferences or you can visit the Communities and Local Government website [www.communities.gov.uk](http://www.communities.gov.uk)

Further details about events in your region will be announced soon.

# TSA National Standards for Social Housing

The Tenant Services Authority (TSA) have released details of the six national standards that social housing providers will have to meet from spring 2010.

The TSA believe the best place for the quality of services to be discussed, agreed and scrutinised is locally, between providers and their tenants. So their standards require social housing landlords to set out what they offer to tenants and set out local standards that reflect the local priorities. The six standards are:

## Tenant involvement and empowerment standard

- Customer service and choice
- Involvement and empowerment
- Responding to complaints

## Tenancy standard

- Allocations
- Rents
- Tenure

## Value for money standard

- Value for money

## Home standard

- Quality of accommodation
- Repairs and maintenance

## Neighbourhood and community standard

- Neighbourhood management
- Local area co-operation
- Anti-social behaviour

## Governance and financial viability Standard\*

- Governance
- Financial viability

\*this standard is not applicable to local authorities

These standards are set out in full in a statutory consultation paper. For more information on the TSA and these standards, call them on 0845 230 7000 or visit their website, [www.tenantservicesauthority.org](http://www.tenantservicesauthority.org)

# Training Courses

## Anti Social Behaviour Workshop: A Tenant's Perspective

**Newcastle, Tuesday 9 March 2010**

*This course is aimed at tenants who want to increase their knowledge and awareness of the rights and responsibilities of landlords and tenants in relation to anti social behaviour.*

## Residents on Board: An Introduction for Board Members

**Bolton, Thursday 18 March 2010**

*This course is aimed at tenants who have either recently joined a board or those who are considering joining. It will explore the roles and responsibilities of all those on a board and help you to explore your own personal development within this.*

## Being a Committee Secretary

**Preston, Tuesday 9 March 2010**

*This one day workshop is designed for tenants who are already Committee Secretaries or for those who are considering taking on this role.*

## Fundraising: A Resident's Guide

**Birmingham, Thursday 18 March 2010**

*Residents' groups are getting involved in a wide range of community activities and often need extra funds to help develop their idea and projects. This course will help staff and residents to identify a fundraising strategy and provide top tips on completing funding applications.*

Visit our website for pricing information and details on how to book [www.instepservices.co.uk](http://www.instepservices.co.uk)