



Trafford Hall

Inspiring change with
people and communities

Tenant Futures
Empowerment for
Capacity Building

November 2011 - March 2012

FREE TRAINING for Social Housing Tenants in England
(£15 admin charge only)

"Residents, including social housing tenants, want to make big positive differences to their communities - and I want to put the powers in their hands to be able to do so. I want as many tenants as possible to sit on tenant panels, using their local knowledge to improve their area, and this training will allow them to do so - feeling capable and confident of taking on the challenge, and making a real difference."

~Grant Shapps, Housing Minister

Tenant Futures - Empowerment for Capacity Building

Trafford Hall, with our strong commitment to the belief that the right people to tackle local issues are local people, are very pleased to be able to bring you this programme of training for social housing tenants in England. As always, our courses are residential, inspiring, focused and fun. We believe we have a team of trainers for this programme who are among the best in the country and we, and they, are excited and eager to move forward with this new training programme.

This current brochure covers the months between November 2011 and March 2012 – to kick-start this programme we have looked at four phases of development for anyone involved in tenant panels:

- **Development and Support of Individuals (Developing Tenant Leaders)**
- **Group Development (Working Together)**
- **Engaging with the Wider Community (Engagement)**
- **Policy and Management - Issues and Understanding (Policy & Management)**

In the following pages, courses are identified as being under one of these four headings, but they are shown in date order. For a calendar of the courses, please see the back cover.

Local groups can apply for a small grant of up to £500 if their delegate completes the course. These grants need to be used to give your group the chance to disseminate the learning to a wider local audience, or to begin to develop projects related to the course you attended. You will be given more information about the grants while at a course.

We hope you will find courses to interest and inspire you, and look forward to seeing you at Trafford Hall in the next few months.

We hope you find courses to interest and inspire you in this programme which runs through to March 2012.

If you need any more information, or would like to discuss the courses or booking places in more detail, please contact Barbara Watson - Training Manager, or Claire Lawton - Training Programme Administrator on 01244 300246 or email b.watson@traffordhall.com or mc.lawton@traffordhall.com



Trafford Hall is the home of the National Communities Resource Centre, a registered charity (Charity No 1005555). It is the only national training centre offering low-cost residential training and support to all those living and working in low-income communities in the UK. All the courses at Trafford Hall aim to build your skills, knowledge and confidence to help you improve your neighbourhood. You will also meet up with and learn from people living and working in other communities.

Cost of Training

The real cost of these courses is between £180-£300, depending on the number of days they run. However, if you are a **tenant of a social housing landlord (a local authority, an ALMO, a Tenant Management Organisation or a Housing Association) in England**, you are entitled to a **FREE training place on these courses. This includes the cost of the training, en-suite accommodation during the course and all meals and refreshments.**

If you would like a free place on a course, please tick the box on the application form (Page 11).

There is a small administration charge of £15 per head, but you should be able to encourage your landlord to cover this cost for you. Although Trafford Hall receives funding from the Department for Communities and Local Government to cover the costs of training and accommodation for all attending delegates, there are some administrative costs which are not covered by the funding. Your £15 admin fee goes directly towards staff salaries at Trafford Hall and is an essential contribution towards keeping our charity going.

Help with Travel Costs and Free B&B for the night before the course

Now that travel times are decreasing (Chester is now only 2 hours from London by rail), we are even keener to help you with the cost of travel. We have a small travel bursary fund available and you can apply for help with your travel costs. We will base this assistance on distance and cost of travel. Please contact us to

discuss this if you would like more information, and tick the box on the application form (Page 11).

Participants travelling from the greatest distances, or with a clear disability need, can also apply for one of a limited number of free B&B rooms for the night before the course. If you are not eligible for free B&B, you can still book this for the night before the course at a cost of £20 per head (inclusive of VAT).

For more information on bookings and applying for travel and pre-course accommodation assistance, please see Applying for a Place on a Course (Page 10) or contact **Claire Lawton on 01244 300246** or email her on **mc.lawton@traffordhall.com**

Help towards Care Costs

We may also be able to help towards childcare or adult care costs, when appropriate. Please ask for more information on this when you send in the application form.

Accredited Courses

We are working towards accreditation of many of our courses, linked to Open College Network. This programme has two accredited courses and we aim to increase this number for the next programme. In addition, participants who complete all sessions of a course will receive a **Trafford Hall Certificate of Attendance** which identifies the learning outcomes for each course.



Understanding the Role

Monday 28 – Tuesday 29 November 2011

Starts 10.00am Monday

Ends 1.30pm Tuesday (followed by lunch)

Trainers Choosing Change

Few tenant activists think of themselves as 'leaders'. But if you are committed to improving things for your tenant community and are prepared to take action and responsibility, then you are probably a leader whether you like it or not.

This course will help you understand what leadership in a tenant community is all about. The aims are to help you learn more about yourself, how to tap into your own potential and to help you exercise leadership in a way that develops and engages others.

The course will help you to:

- Boost your own and others' confidence and self-reliance
- Identify your core beliefs and values
- Draw inspiration from others' achievements
- Communicate in ways that motivate and inspire others
- Manage stress and thrive under pressure
- Clarify your vision for the future of your community
- Action plan for your own development and to take the lessons back home.

This course is for individual learning but you can attend with others from your tenant group.



Scrutiny – Starting Up

Tuesday 29 November – Thursday 1 December 2011

Starts 10.00am Tuesday

Ends 1.30pm Thursday (followed by lunch)

Trainers Burkitt Vernelle Training and Consultancy

This course is for those brand new to scrutiny or who have not yet been involved in completing a scrutiny exercise.

The changes to regulation that are coming into effect place clear emphasis on tenants as both consumers and partners with their landlords in driving up standards. The government expects landlords to welcome tenant scrutiny and ensure that tenants are in the driving seat, with real power to challenge and change the course of their landlord's work.

Delegates will:

- Understand what tenant scrutiny is and why it is being promoted
- Look at what scrutiny involves and different ways it can be delivered
- Examine how it fits with existing structures for tenant involvement
- Consider how tenants can assert influence over Boards and Council Executives so that they can be seen as equal partners
- Understand the business improvement cycle within organisations and how scrutiny needs to fit into this
- Examine of good practice from around the country
- Hear from tenants from an organisation that has pioneered tenant scrutiny.

Come on your own or with other members of your group.

If you are already involved in a Scrutiny panel and would like to review your role, we will be running a course for you (Scrutiny - involved) in 2012.

Please register your interest now by contacting Claire Lawton on 01244 300246 or via email mc.lawton@traffordhall.com

Consulting Your Community

Thursday 1 – Friday 2 December 2011

Starts 10.00am Thursday

Ends 1.30pm Friday (followed by lunch)

Trainers Engage Associates

Your community deserves to be consulted in ways which are effective and which involve everyone. From simple questionnaires to open days; from web-based consultation to face-to-face discussions with individuals or groups. Without a wide remit on what constitutes 'consultation', tenant groups cannot hope to be representative of their own community.

This course will let you consider the best and most effective ways of consulting in your own area.

This course is meant for groups of 3 or 4 from one tenant group or panel.



Understanding Group Dynamics – improving your work as a committee

Monday 16 – Tuesday 17 January 2012

Starts 10.00am Monday

Ends 1.30pm Tuesday (followed by lunch)

Trainers Choosing Change

This course will provide you with ways to improve your committee, or, if you are just setting up, to develop your committee so that you really make an impact. This will be especially useful for groups beginning to work towards becoming a landlord-recognised 'panel', where you may have to consider best practice and how effective you will be in future.

The course will cover:

- Keys to effective group-work: what all successful groups have in common
- Understanding the dynamics of group behaviour
- Auditing the skills of your committee and to make best use of these skills
- Individual roles, with specific activities to improve those roles
- Establishing shared aims and a functional framework
- Understanding helpful and unhelpful behaviour including verbal and non-verbal communication
- Avoiding confrontation and dealing effectively with disagreement and conflict.

This course is meant for as many members of your committee as are able to attend. Groups of 3 or more will be given precedence when booking.

An Inspector Calls – the role of tenant inspectors

Monday 23 – Wednesday 25 January 2012

Starts 10.00am Monday

Ends 1.30pm Wednesday (followed by lunch)

Trainers Burkitt Vernelle Training & Consultancy

The priorities of tenants and their role in ensuring landlords are responsive to their needs is taking centre stage. This course will give you the chance to find out how tenant inspection fits with tenant scrutiny and the new approach to regulation.

You will examine the skills that are needed to be a tenant inspector, the support that should be provided by landlords and how tenants can take the lead in inspecting the services provided by their, and other, landlords. And you will hear from one of the TSA's Co-Regulatory Champions on how they work with tenant inspectors.

This will be a lively and interesting course, giving you the chance to plan an inspection from start to finish.

This course is for people new to tenant inspection or interested in getting involved in inspecting their landlord's services. Come on your own or with other members of your group.



Working with Your Landlord

Thursday 2 – Friday 3 February 2012

Starts 10.00am Thursday

Ends 1.30pm Friday (followed by lunch)

Trainers Burkitt Vernelle Training & Consultancy

This course will allow members of tenants groups to understand how their landlord works and the environment within which their landlord is working. It will look at where opportunities for involvement arise and consider how landlords and tenants can work together on joint plans and strategies for their communities.

On the course you will:

- Examine how you can be involved in your landlord's response to national standards and local offers
- Look at tenant scrutiny and resident-led regulation
- Consider the new role of Tenant Panels and how they will be involved in dealing with complaints
- Compare how landlords are developing Annual Reports to tenants
- Hear from tenants that are making the most of opportunities to influence their landlord
- Action plan how to negotiate further influence with your landlord.

Come on your own or with other members of your group.

Making Meetings Work for You

Thursday 9 – Friday 10 February 2012

Starts 10.00am Thursday

Ends 1.30pm Friday (followed by lunch)

Trainers Choosing Change

Find out how to get the most out of meetings, whatever your role. Skilful participation can transform meetings, which in turn encourages more people to attend. Learn about the dynamics that impact on meetings, how to listen and ask questions effectively, and how to express yourself well when putting forward your own information and ideas.

You will also learn how to:

- Recognise and use behaviour that leads towards group agreement and good relationships
- Read and respond to body language
- Defuse potentially difficult or emotive situations and respond effectively to conflict
- Make sure that decisions and actions are agreed and followed up
- Take actions and agreements from the meeting back to your own group and community.

This course is especially useful for chairpersons and those taking a lead role in tenant panels.

Come on your own or with other members of your group.



Spreading Your Knowledge and Understanding

Monday 20 – Wednesday 22 February 2012

Starts 10.00am Monday

Ends 1.30pm Wednesday (followed by lunch)

Trainers Choosing Change

A key role for tenant leaders is to train and develop other people. While this course may not turn you into a trainer overnight, it will give you skills to run short simple sessions for other tenants in your group or your local area.

There will be a strong emphasis on building your confidence and valuing your own strengths and qualities.

You will:

- Discover the Learning Cycle and how it works
- Understand how to design and carry out skills audits with your chosen audience
- Understand the different ways people learn and how to design any sessions appropriately
- Learn about a wide range of tools and techniques for passing on information and skills
- Learn how to define what you want to impart, and to plan with this in mind
- Ensure any information you impart, or any training you pass on to your group, is effective, interesting and motivating.

Come on your own or with other members of your group.

Planning, Monitoring and Evaluating

Thursday 23 – Friday 24 February 2012

Starts 10.00am Thursday

Ends 1.30pm Friday (followed by lunch)

Trainers Choosing Change

Successful committees and groups are clear what they want to achieve, plan well for future, monitor their progress and evaluate their results. In this reflective and motivating course, you will have an opportunity to look at the work you have undertaken in the past, share your lessons with others and plan ways of improving your work in the future. For committees and groups that are in their early days, the course will help you establish a powerful planning process from the start. The course will include:

- Setting clear aims and objectives
- Identifying the needs you want to meet and problems you want to tackle
- Assessing resource opportunities and restraints
- Predicting and managing potential risks
- Techniques for planning projects and activities
- How to measure success and monitor progress over time – understanding outputs and outcomes
- Evaluating your results, and putting learning into practice.

This course is for groups of two or more tenants from one group.

Coping with Anti-Social Behaviour

Monday 27 – Wednesday 29 February 2012

Starts 10.00am Monday

Ends 1.30pm Wednesday (followed by lunch)

Trainers Engage Associates

Anti-social behaviour continues to be one of the main problems for many communities. This course will explain current policy and what the law says about ASB, what landlords can and should be doing, will help tenants decide local priorities for action, and will help with inspiring ideas and good practice from other projects across the country.

Tenants will be able to discuss links between environments and ASB, to identify the issues which are encouraging and increasing ASB locally, to identify the real issues and problems and to learn from others' successes.

Groups will action-plan to tackle their own local area's key priorities.

This course will work best for groups of at least 2 from any tenant group, so that real understanding of the problems and key ways forward can be discussed and action plans be developed to take back to the wider group and to discuss with the landlord.

Committee Skills for Tenant Organisations

Monday 12 – Wednesday 14 March 2012

Starts 10.00am Monday

Ends 1.30pm Wednesday (followed by lunch)

Trainers Make It Happen Now

This course will give you and your group the confidence to work as an effective and mutually supportive committee.

It will cover:

- Roles and responsibilities of committees in general and Panels in particular
- Range of skills and experience required by Panel members
- Methods a Panel can use to review and evaluate their own performance
- Implementing standards of conduct
- Understanding training needs of Panel members
- How to hold effective meetings, set workable agendas and ensure accurate and effective minutes are taken
- Identifying who might attend Panel meetings and why
- Analysis tools to use with our own organisation in partnership with your landlords, staff, volunteers, members, etc, to help you understand your group's strengths and weaknesses and the opportunities that will help you take your panel forward.

On this course you can gain accreditation to Open College Network Level 2. Accreditation is personal to each person but whenever possible groups of committee members should attend to improve learning. Assessment will be over the three days of the course and will not involve additional work later.

Representing Your Community – negotiation and influencing skills

Monday 19 – Tuesday 20 March 2012

Starts 10.00am Monday

Ends 1.30pm Tuesday (followed by lunch)

Trainers Choosing Change

This course will build your strengths to represent your own community in the wider arena.

The course is based on the principles that you need to be reasonably confident in yourself to help inspire confidence in others, and that negotiation and influencing can only be successful, at least in the longer term, if they are based upon a respect for those you want to influence.

The course will cover:

- Understanding the beliefs and values underpinning work in your local area
- Understanding how to build your own confidence and the confidence of others
- Responding to and dealing with setbacks
- Understanding and using key communication skills in order to influence others
- Being able to work with and help others in the community, as they develop
- Identifying those with power and resources – and understanding how to influence them by recognising their needs and interests
- Action planning by identifying key issues in your own community.

This course is for individual learning, but you may come with others from your own group.



Tenants on the Web

Monday 26 – Wednesday 28 March 2012

Starts 10.00am Monday

Ends 1.30pm Wednesday (followed by lunch)

Trainers Make It Happen Now

With all the free social networking that is around now, it is vital that tenant groups and panels are in a strong and visible position with web-based information.

This course will take you through the structures of developing and designing your own web presence using free web site design software, and using and incorporating social networking tools such as Facebook and Twitter. You will also learn how to build an audience and link to your landlord's web site.

You will leave the course with a 'live' working web presence that you have designed yourself and which you are confident at using. You will have learned skills that you can pass on to others in your group or community, to bring them up to speed in the new web-based world.

On this course you can gain accreditation to Open College Network Level 2. Assessment will be over the three days of the course and will not involve additional work later.

Accreditation is personal to each person but the course is only open to 2 delegates from any group who will work together to improve their learning. At least one of those delegates should be computer literate to the point where they understand how to search the web, and are able to produce and edit word documents.

Other training programmes at Trafford Hall

Community Futures

Community Futures is a programme of courses for **community volunteers from all over the UK** to come and learn new skills to help them and the communities that they come from become more sustainable.

Thanks to generous funding from the Tudor Trust, we can offer these courses for only £50 for the first community volunteer booking and £20 for every additional community volunteer booking from the same organisation. This cost covers all training, accommodation, meals and refreshments.

There is a small grant fund attached to this programme, so that you will have the opportunity of applying for a grant of up to £500 to help your community project progress.

In the current programme we have courses on

- Breadmaking
- Recycling Cycles
- Repair/Remake/Revamp clothes
- Bee Keeping
- Social Enterprises
- Community Allotments
- Community Chickens
- Useful Gardens
- Play Streets
- Growing Fruit and Veg
- Fundraising for Environmental Projects

For more information or to receive a copy of the current programme, please contact:

Gary Dutton

t: 01244 300246

e: g.dutton@traffordhall.com

Community
Futures

DIY Community Action - community resilience in tough times

We are pleased to be able to continue this programme of training for **community volunteers from all over the UK**, thanks to the continue support of the John Laing Foundation and The Monument Trust.

These courses are designed to help build self-sufficiency and adaptability, to build resilience in communities, and to allow volunteers to develop the necessary social, personal and organisational skills to tackle tough problems in their local communities. They will generate self-help motivation and confidence that you can make a real difference.

Thanks to our generous funders, we can offer these courses for only £50 for the first community volunteer booking and £20 for every additional community volunteer booking from the same organisation. This cost covers all training, accommodation, meals and refreshments.

A new programme of courses will be available shortly. For more information or to receive a copy of the programme as soon as it is available, please contact:

Claire Lawton

t: 01244 300246

e: mc.lawton@traffordhall.com

Tailor-Made Training from the Trafford Hall Trainer Network

Using our national network of approved trainers we can develop a course which provides training in exactly what you want to learn. Training can be delivered in the wonderful surroundings of Trafford Hall or, if it's more convenient to you, we can deliver the course closer to home.

Training can be provided across a wide range of topics including:

- The Environment
- Community Involvement
- Youth
- Team Building
- Health and Wellbeing
- Fundraising
- Housing Policy
- Personal Development

"An inspirational venue for training. Not only did they provide the setting for our environmental efficiency course but they also sourced two fantastic trainers and helped us get exactly what we wanted out of our stay."

For more details or to discuss your requirements please contact:

Jon Findlay

t: 01244 300246

e: j.findlay@traffordhall.com



Trafford Hall can work for YOU

We want to bring people from all communities together on our courses and are particularly keen to welcome members of **Black and Ethnic Minority groups** to Trafford Hall. If you have any particular needs, such as those relating to diet or religion, please give us a call and we'll do our very best to make sure you have a positive training experience. If you need a translator or interpreter - just let us know.

People from the **age of 18** are welcome on all courses and because we are particularly keen to encourage younger tenants and volunteers to attend, most courses are open to **under-18s** if accompanied by adults. Please phone and ask us about this.

We will make special arrangements at no cost to you, to make sure that anyone with **sight or hearing difficulties** is able to take a full part in the training. We have a hearing loop available in all our training rooms. Please let us know your requirements when you apply for a place on a course.

The accommodation, training rooms, restaurant and bar facilities are all **accessible to wheelchair users**, as are most of the grounds. Specially adapted accommodation is also available on request. Please ask for this when you fill in the application form.

Anyone who needs the **services of a carer** must include the carer details on the application form. The cost of the carer's accommodation and meals will be covered by payment of an additional admin charge only (£15).

We are really proud of the quality and variety of our food. We cater for **diets of all kinds** but we rely on you to let us know before you attend a course. There is always a choice of menu and we are confident that you will enjoy the food while you are here.

If you have any queries or concerns about attending training here, please just give us a call - we will be as helpful as we can be to make your stay here enjoyable and positive. Please don't let any concerns stop you attending.

Contact **Claire Lawton** on 01244 300246 or email mc.lawton@traffordhall.com



Applying for a place on a course

It's as easy as this..

- ✓ Find a course you'd like to attend
- ✓ Fill in the application form opposite (or contact us for more details)

Please make sure you fill in both pages of the application form and that you sign the second page.

- ✓ Send the form and a cheque for the admin cost* (£15) to us and we'll do the rest!

Make your cheque payable to
Trafford Trading Co

*Although Trafford Hall receives funding from the Department for Communities and Local Government to cover the costs of training and accommodation for all attending delegates, there are administrative costs which are not covered by the funding. Your £15 admin fee goes directly towards staff salaries at Trafford Hall and is an essential contribution towards keeping our charity going.

Places are not booked until we have confirmed in writing.

If you do not want to apply for a free place, we will contact you when we receive your application form and confirm the cost of the particular course you want to come on and how you wish to pay.

Applications for places must be made on the application form (you may photocopy this) and can be sent by post, fax or email. You can also download the application form from the News section of our website

www.traffordhall.com

Telephone bookings cannot be accepted but we are happy for you to phone to discuss availability.

Telephone: Claire Lawton on 01244 300246.



Accommodation and Travel Arrangements

- Costs for all training include, meals, refreshments and accommodation for the duration of the course.
- If you have problems paying travel costs, you should speak to your organization or landlord to find out if they can fund that cost. If not, Trafford Hall may be able to help. Please tick the relevant box on the application form.
- Course start times are shown against each course, and should enable most people to travel that day. However, if you want to arrive the night before, you may book B&B at a cost of £20 inc. VAT per person, so long as rooms are available. Please tick the relevant box on the application form.
- We have a limited number of FREE B&B places for the night before a course. These are allocated on a distance/disability basis. Please tick the relevant box on the application form.
- Course finishing times are shown under each course. You should book your travel tickets to enable you to finish the course. Those people who complete all parts of the course will receive a Trafford Hall Certificate of Attendance.

Cancellation Conditions

Trafford Hall receives funding from the Department for Communities and Local Government which covers the cost of training and accommodation for all attending delegates.

However, if delegates do not attend, then Trafford Hall does not receive funding for that delegate. As a charity, we need to recover some cost if there are empty places on courses because of late cancellation or no-shows. For this reason we have the following cancellation conditions:

30 days before the course we will confirm whether or not we can offer you a place on the course and we will invoice against purchase order numbers at that point. If you have sent us a cheque and we cannot offer you a place we will return the cheque to you.

Invoices must be paid within 10 days of the invoice date to confirm your place.

At this point the cancellation penalty will apply:

- Anyone cancelling their place on the course up to 10 days before the course will incur no penalty.
- **Anyone cancelling their place on the course less than 10 days before the course will incur a cancellation penalty of £100 per person unless there is a medical or emergency reason for that cancellation.**
- **If your landlord or organisation is willing, we will accept payment of the cancellation charge from them, but for this to be effective you MUST provide a Purchase Order number on the application form. If no PO number is stated, you will be personally responsible to pay the £100 cancellation charge on receipt of invoice.**

If you cannot attend a course you may nominate another member of your group to attend in your place against a payment you have made, in which case you will incur no cancellation penalty.

If you do not understand the cancellation conditions, please speak to **Claire Lawton** on 01244 300246.

Application for Course Place Part 1

Please use a separate form for each delegate.

This is a two page application form and you must answer **ALL** the questions. Please print in Black ink.

Do you want to apply for a FREE training place?

If your landlord or organisation cannot help with travel costs, do you want us to contact you regarding this?

Do you want to apply for free B&B the night before the course? (This will be offered based on distance travelled and disability).

Do you want to book B&B for the night before the course at the cost of £20 p.p.p.n. YES NO

Post Code

Gender: Male Female

Age: DOB if under 18

18-25 26-35 36-50 Over 50

Have you been to Trafford Hall before? YES NO

Ethnic Origin: Black African Black Caribbean Black Other

Indian Bangladeshi Pakistani

Chinese White Other

Do you want to share a room with anyone? YES NO

If so, please tell us their name

Do you have any particular requirements, for example a disability which makes it difficult for you to climb stairs? Please tell us what your requirements are.

Would you like a room adapted for people with a disability? YES NO

Do you have any special dietary needs such as food allergies, diabetes, special diets, religious needs?

Application for Course Place Part 2

Are you an Owner-Occupier?

Or Is your landlord: A registered social landlord
(Housing Association or Local Authority)

A private landlord Other

If so, please tell us the name of your landlord

What is the name of your group?

Is your group or organisation:

A Tenant and/or Residents Organisation A Community Association

A project for Young People or Children A Charity

A Church or Faith Group A voluntary organisation

A Community Business or Company Other Group (please state)

How long has your group been set up?

How long have you been involved with your group?

Are you a full time or part time paid worker with the group?

If you are a paid worker, please tell us your job title

Please book my place on this course

By signing and sending this form you are accepting the cancellation conditions.

Signed

Date

Cancellation Conditions

Trafford Hall receives funding from the Department for Communities and Local Government which covers the cost of training and accommodation for all attending delegates.

However, if delegates do not attend, then Trafford Hall does not receive funding for that delegate. As a charity, we need to recover some cost if there are empty places on courses because of late cancellation or no-shows. For this reason we have the following cancellation conditions:

- Anyone cancelling their place on the course up to 10 days before the course will incur no penalty.
- Anyone cancelling their place on the course less than 10 days before the course will incur a cancellation penalty of £100 per person unless there is a medical or emergency reason for that cancellation.
- If your landlord or organisation is willing, we will accept payment of the cancellation charge from them, but for this to be effective you must provide a Purchase Order number on this application form. If no PO number is stated, you will be personally responsible to pay the £100 cancellation charge on receipt of invoice.

If you cannot attend a course you may nominate another member of your group to attend in your place against a payment you have made, in which case you will incur no cancellation penalty.

If you do not understand the cancellation conditions, please speak to **Claire Lawton on 01244 300246.**

*As a community volunteer

I enclose a cheque in the sum of £ for the cost of administrating the course booking

*Plus B&B accommodation charge of **£20** pp.pn for the night of

Total cheque in the sum of £ made out to Trafford Trading Co

or

***Please invoice my organisation/landlord.** The invoice should be sent to:

Name

Organisation

Address

Invoices cannot be sent without a Purchase Order number.

Our Purchase Order No is: For £

This purchase order number will also be used to charge the £100 cancellation payment in the event of late cancellation or no-show.

Return this form to:

Claire Lawton, Trafford Hall, Ince Lane, Wimbolds Trafford, Chester CH2 4JP
Phone: 01244 300246 Fax: 01244 300818 e-mail: mc.lawton@traffordhall.com



If you would like more copies of our training programme please contact

Claire Lawton

e: mc.lawton@traffordhall.com

t: 01244 300246

or you can download a copy of the current programme from the News section of our website **www.traffordhall.com**

In line with Trafford Hall's concern for our carbon emissions, we are anxious not to send out printed material unless necessary.

If you would be able to receive this programme in future as a PDF file, by email, please send the following information to

mc.lawton@traffordhall.com

- Your name in full
- Your organisation/group
- Full address including postcode
- Your email address

Trafford Hall would like to thank our funders for enabling us to run the varied programme of training that is available.

We would also like to thank the many course participants who have allowed their photographs to be used in this programme.

Other training opportunities exist for tenants and residents, with other organisations - you should make sure the training you attend is right for you.

