



TENANT ENGAGEMENT EXPERTS

**tpas**

# Tpas Consultancy

**Our Products and Services**



At Tpas we have a range of services to help you and your organisation evidence your own commitment to engagement excellence. We have a pathway that helps you move at a pace that suits you, your circumstances and your tenants.

The foundation is built on the themes of the Tpas National Engagement Standards:

This is where the journey will start.

All members are encouraged to carry out their own *Self-Assessment* against the Standards.

The next stage would be for you to either have your assessment tested by us through a *Smart Review* or move forward for Accreditation.

Accreditation is an in-depth assessment against all 7 Tpas National Engagement Standards themes.



### SELF-ASSESSMENT

Free to members

All Tpas members have access to this free of charge as part of their membership. It asks you as an organisation to assess yourself against each of the Tpas Standards and decide whether you can confidently demonstrate that you can meet them. We would hope that landlord organisations, your tenants and other key stakeholders would carry out this assessment together. This is a vital stage of developing a sound understanding of the current organisational situation, current areas of strength and also where improvements might be made.

### SMART REVIEW

Landlords: from £3,500 + VAT | Contractors: from £3,600 + VAT

The SMART Review takes the Self-Assessment to the next level. It asks you as an organisation to assess yourself against each of the Tpas Standards and decide whether you can confidently demonstrate that you can meet them. Each desktop assessment is followed up with reality checking by us.

We will provide an assessment on how your organisation meets the standards and an improvement plan if there are areas where the standards have not been met.



## ACCREDITATION

Landlords: from £6,800 + VAT | Contractors: from £7,650 + VAT

For CM to use their own discretion when quoting for accreditation.

Approximate bandings are:

Under 10,000	£6,800
10 – 15,000	+ 2 days, £8,500
20,000 +	+ 4 days, £10,200

### The Accreditation Process

There are six parts to our accreditation process, all of which are carried out through Tpas staff and associates, all skilled tenant engagement experts.

The process consists of:

#### 1. INTRODUCTORY BRIEFING

Set out the scope and answer any questions or queries

#### 2. SELF ASSESSMENT

Desktop based self-assessment against the Standards, which you will need to complete and return

#### 3. SURVEY

Sent to strategic and operational staff in your organisation as well as members of your governance arrangements

#### 4. REVIEW

We will conduct a review of your self-assessment and minimum two day on-site reality check to speak to a range of staff and tenants. We will present our findings.

#### 6. CHALLENGE

You will have the right to challenge our findings with further evidence, after which we will present our conclusions after internal verification and provide a rating

#### 5. RE-VISIT

12 months after your final report we will re-visit to see how you are progressing

### Consultancy Service Rates

#### Tpas Members

**£850 + VAT per day**

Plus travel time and expenses (if required)

#### Tpas Non-Members

**£900 + VAT per day**

Plus travel time and expenses (if required)

**tpas**  
TENANT ENGAGEMENT EXPERTS

# Consultancy

**Consultancy Services Roadmap to Assurance**  
With a wealth of experience in housing services, policies and standards, and strong connections with tenants, landlords and contractors, our Consultancy Services Team can enhance your engagement levels, achieve proven outcomes and instil lasting change in your culture and community.

**Landlord Accreditation**  
This is the ONLY accreditation in this sector that measures and evidences your approach to engagement across the organisation with evidence from staff, tenants, leadership and governance. This newly streamlined accreditation incorporates all regulatory expectations.

**Re-engineering Engagement**  
We take stakeholders on a journey starting with engaging a representative group. Using strength-based techniques, we identify what works well to co-create a framework that enables tenant influence to be embedded at all levels, acting as a catalyst to enable cultural change if required.

**Landlord Smart Review**  
This is a short high-challenging process that reviews your current engagement and involvement framework providing clear guidance, recommendations and identifies areas for improvement whilst highlighting good practice. This is an excellent first step if you're thinking about starting your accreditation journey.

**Scrutiny Services**  
We will work with you to create a bespoke service that will review your current scrutiny arrangements and provide you with evidenced recommendations to enable the scoping of future future scrutiny topics, recruitment and track your progress.

**tpas**  
TENANT ENGAGEMENT EXPERTS

## Consultancy Services: Road to Assurance

All our consultancy products are designed and built on our seven National Tenant Engagement Standards:

- Supporters and Transparency
- Economic and Strategy
- Complaints
- Scrutiny
- Information and Communication
- Research, Participation and Engagement
- Community and Tenant Engagement

### What our members say

"It's not just about saying we're great at what we do, it's about proving it through independent validation" I would make this a must for all Housing providers to achieve, the process was well managed by Tpas and Gillian was outstanding supportive and friendly, sign up today, the improvements you can achieve make it all worth while."

"It's been an excellent way of preparing ourselves for the new consumer standards and has given our Customer Committee and involved tenants the independent assurance that we are in a good place. By acting as a critical friend, TPAS are really helping us on the journey to deliver against our strategic outcome of delivering customer focused and equitable services."

**Colchester Borough Homes**

**ForHousing**

## Re-Engineering Engagement

Smaller Organisation, approximately 16 days

Larger Organisation, approximately 22 days

## Scrutiny Quality Mark

From £4,250 + VAT

## Ready to take the next step?

Contact us on [consultancy@tpas.org.uk](mailto:consultancy@tpas.org.uk) or 0161 868 3500 or contact your Consultancy Manager for bespoke quote.

