



TENANT ENGAGEMENT EXPERTS

tpas

Tpas Member

Desktop Self-Assessment

V8 – 2024

www.tpas.org.uk

Self-Assessment

Tpas Members

What is involved in a Tpas self-assessment?

- It is a short assessment based on the Tpas National Tenant Engagement Standards.
- It is a series of reflective questions for you to consider and decide if you feel engagement in your organisation meets the standards, or whether there is room for improvement.

What are the benefits of completing a Tpas self-assessment?

- If done honestly it can provide a clear indication of where you stand as an organisation against the Tpas National Engagement standards.
- It can highlight areas of good practice in tenant engagement as well as providing a useful assessment tool for identifying potential areas for improvement around tenant involvement within your organisation.
- It can provide evidence to gain further investment and resources.
- This is a FREE resource for Tpas Members to identify the opportunities, levels, range and extent of tenant engagement activity within their organisation.

When can a self-assessment take place?

- Anytime! For current members, it can be downloaded via the members' area on the Tpas website.
- The self-assessment is automatically offered to new members as part of the package of benefits.

What next?

The self-assessment is one of a suite of support packages to help our members' evidence where they are and develop their own pathway to success.

Once you have completed the self-assessment you have a couple of options including:

- Smart review – This is a self-assessment with the added scrutiny and reality checking by one of our engagement experts
- Accreditations – this is a full on review of your engagement service. It will robustly test where you are, recognise where you produce excellent results and challenge you to take steps to improve the areas for improvement

Self-Assessment

Organisation

Governance & Transparency			
Standard	Yes	No	Unsure
There is a clearly defined and agreed role for residents in the governance arrangements of the organisation			
There are clear, widely publicised routes for residents to hold the organisation to account on standards for service delivery, strategy, performance and decision making			
There is an environment of mutual respect between the organisation and its residents with steps taken to identify and tackle negative stereotyping including understanding the impact of language and behaviours			
The organisation regularly considers, and shares publically how it uses the learning from resident engagement as well as its data and insight to improve the services it provides			
The organisation provides regular assurance to its residents how it keeps them safe in their homes and how it meets the regulatory and legal requirements			
The organisation engages with residents to produce detailed performance information including remuneration and includes resident satisfaction measures; performance against its stated commitments; how income is being spent, complaints trends, impact from resident engagement and comparisons of the organisational wage structure and management costs			
There is consistent and honest sharing of information with all stakeholders the risks the organisation faces, the person responsible for managing those risks, how it is meeting key organisational targets and how it plans to deal with areas of concern			
The organisation consults at least once every three years on the best way to involve residents in the governance and scrutiny of the housing management service			
The organisation publishes clear information on the roles and responsibilities of senior staff, including the named persons responsible for ensuring it meets both the economic and the consumer standards set by the Regulator of Social Housing			

Your Observations/comments

Scrutiny			
Standard	Yes	No	Unsure
Scrutiny activity works to the five Tpas Scrutiny key principles; Independent, Inclusive, Positive, Constructive & Purpose			
An appropriate and agreed scrutiny model and process is in place, with clear routes into the governance, business and service delivery operations of the organisation			
The organisation, including its staff and governance functions, values scrutiny as a critical friend from an independent resident-led process			
Scrutiny produces evidence based recommendations, is designed to improve services, increase efficiency and provide robust assessment			
Scrutiny activity is provided with the financial and administrative support it needs to carry out its business			
Scrutiny is provided with all relevant performance, regulatory, legal & benchmarking information it needs to carry out its business			
Scrutiny has strong links with the other organisational engagement structures and the wider resident base in order to support its overall aims			
Scrutiny tests the fairness and equitable outcomes of landlord services, with particular regard to protected characteristics			

Your Observations/comments

Business & Strategy			
Standard	Yes	No	Unsure
Residents are meaningfully engaged in the co-creation, monitoring and review of the organisation's engagement strategy to make sure it delivers clear impact and value			
Residents are meaningfully engaged in the development, monitoring and review of the organisation's policy; service; budget and strategic development as well as any local offers for service delivery			
Residents are fully informed of the organisation's policy on meeting the requirements of the Competence and Conduct Standard, and progress towards full compliance			
Residents and staff are clear of the purpose and intended outcomes of all engagement activities with clear explanations of the time needed and their level of influence			
The organisation has a clear and publically stated plan for engaging residents in its health & safety responsibilities and makes clear those responsible for compliance			
There is an agreed timeframe to ensure that all engagement activities provide enough time to hear and consider resident views			
There is a clear and consistent method for reporting back to residents how their views have been considered in all engagement activities			
Residents are consulted in a timely and effective manner on any change in landlord or significant change in the management arrangements			

Your Observations/comments

Complaints			
Standard	Yes	No	Unsure
There is a clear, accessible and continuously publicised complaints policy designed with residents, that shows the definition of a complaint, how to complain, key timescales, routes for redress, how to access help and support and who has responsibility for the complaints process			
The organisation ensures information on the Housing Ombudsman is readily available for all residents and provides assurance of its compliance with the complaints handling code			
Complaints are encouraged as opportunities to listen, learn and influence change with a culture that assures that speaking out will not bring negative consequences			
The organisation provides opportunities for residents to be involved in learning from complaints with all improvements widely publicised to residents and staff.			
Complaints, including those determined by the Housing Ombudsman, are documented, widely communicated and consistently publicised to all stakeholders			
Residents are engaged in routinely reviewing the complaints handling policy & process to include self-assessment against the Housing Ombudsman's Complaint Handling Code			
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Your Observations/comments

Information & Communication			
Standard	Yes	No	Unsure
The organisation understands who its residents are, including their diverse needs, and uses appropriate methods to overcome any barriers to communication or engagement, including where these are linked to protected characteristics, or where tenants have nominated representatives or advocates to engage on their behalf.			
Relevant information is provided to all recognised panels and involved residents in an agreed timeframe to allow them to monitor performance and hold their landlord to account on how key organisational objectives are being met. This includes information required to scrutinise whether outcomes are fair for diverse groups of tenants and those with protected characteristics			
All information provided to residents is clear and understandable with key points summarised, using an inclusive range of methods and in a format to suit the intended recipient place			
In any ad-hoc or specifically focussed engagement activity, information is provided in an agreed timeframe before any activity takes place			
The organisational publishes useful information on things that matter to tenants (and meeting the requirements set by the Regulator of Social Housing). Information is made available on the website and through other channels that meet residents' diverse needs			
The organisation provides an accessible and unhindered route for residents to request information relating to the activities of their landlord. This should be widely publicised to reflect its resident profile			

Your Observations/comments

Resources for Engagement			
Standard	Yes	No	Unsure
The organisation provides sufficient resources to deliver effective engagement and residents have the opportunity to influence the decision about the resources made available			
There is an appropriate system in place for recognition and reimbursement of the time given by residents for engagement activities			
Involved residents are offered timely advice, relevant training and where appropriate, effective mentoring			
The organisation and its involved residents independently network to gather best practice in resident engagement and increase their awareness of the wider housing sector challenges			
All staff can describe the benefits resident engagement can bring to the organisation, its residents and the wider community and understand how their role can enhance the organisation's ability to hear the residents' voice			

Your Observations/comments

Community & Wider Engagement			
Standard	Yes	No	Unsure
There is an appropriate menu of engagement opportunities that; reflects the resident profile; responds to the different needs in relation to equality strands and any additional support, which can be evidenced in the delivery of their services, engagement activities and communications to promote widespread engagement			
The organisation provides opportunities for its residents to engage in emerging social housing sector policy consultations and responses			
Where regeneration or planned improvements takes place, residents will be fully informed and from the start are part of the project planning, delivery and monitoring			
There is a clear approach to promoting and supporting community action in the communities the organisation has residents which includes any Right to Manage opportunities			
Community Investment activities support partnership working and provide opportunities to increase understanding of resident and community priorities			

Your Observations/comments

Tpas Landlord Accreditation

The benefits:

- **A clear framework of standards** that enables you to conduct a self assessment and review your tenant engagement approaches
- **An independent, external validation** of the scope and quality of your approach to involving residents in the design, delivery and scrutiny of the homes and services you provide against the **Tpas National Tenant Engagement Standards**
- **A visible reference** that is clear to see on all your website letterheads, marketing materials, and publications
- **A system that helps you to develop and maintain high standards for all your staff and partners**, protecting and building your reputation for quality service across the sector
- **An assurance that your approaches are inclusive**, evidencing the commitment you have to going the extra mile in ensuring that your services meet residents diverse needs.
- **Peace of mind for all your current and potential tenants, residents and partners!**

Tpas is the leading national tenant and landlord membership organisation with access to the largest tenant involvement base in the Country.

Tpas is recognised as the national market leader who set the highest standards for Tenant involvement and engagement.

If you would like to know more about the Tpas Accreditation

- Go to the Tpas website www.tpas.org.uk and look at the accreditation section
- Talk to your Tpas Consultancy manager who will outline the process.