

Tpas Member

Desktop Self-Assessment

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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 Derby Homes

Governance & Transparency			
Standard	Yes	No	Unsure
<p>There is a clearly defined and agreed role for residents in the governance arrangements of the organisation.</p> <p>Derby Homes' Main Board is responsible for the overall strategy, direction and the financial management of Derby Homes. Our Board members vote on decisions affecting how Derby Homes is run; they question our Heads of Service, check that we're providing value for money, and ensure we deliver services of the highest possible standard to our tenants and leaseholders.</p> <p>The Operational Board has responsibility for making decisions and monitoring our performance to ensure that we deliver services of the highest possible standard on a wide range of activities such as anti-social behaviour on estates, rent collection and rent arrears, estate improvement schemes and community initiatives.</p> <p>The Main Board typically votes on longer term, strategic decisions, whereas our Operational Board focuses more on the day-to-day running of Derby Homes. Both have customer members.</p>	*		
<p>There are clear, widely publicised routes for residents to hold the organisation to account on standards for service delivery, strategy, performance and decision-making.</p> <p>Opportunities and how to get involved are widely publicised on our website, in the newsletter, at events, on Let's Talk Derby Homes and social media. Ways customers can get involved include Main and Operational Boards, Customer Voice, Mystery Shopping and Leaseholder Forum.</p> <p>We consult with customers on all policy and strategy reviews via Let's Talk Derby Homes.</p>	*		
<p>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</p> <p>We are continuously working with our customers to ensure we are capturing the most up to date information on their equality profile, through a number of ways - customer surveys, transactional surveys and speaking to our customers directly. Customers can also update their equalities information via My Account.</p> <p>We provide regular equalities training and awareness raising for staff.</p> <p>We have recently achieved the Rainbow accreditation which demonstrates our commitment to promoting LGBTQ+ inclusion in the workplace.</p>	*		

<p>We have launched and adopted our Customer First Principles, which set out our expectations for all staff when dealing with our customers.</p> <p>Customer satisfaction for the fairness and respect TSM is in the upper quartile compared to other landlords (Housemark benchmarking report).</p>			
<p>The organisation regularly considers and shares publicly how it uses the learning from resident engagement as well as its data and insight to improve the services it provides.</p> <p>We are developing a ‘lessons learned’ mechanism to coincide with the launch of the new Consumer Standards, for implementation by April 1, 2024. We are currently identifying learning from complaints and working with service areas to record actions, outcomes and trends. We will report the results to Operational Board every quarter and on Let’s Talk Derby Homes, to inform customers on how we have used their feedback to make improvements. This process will then be rolled out for all transactional survey results.</p> <p>We publish the Customer Survey results and comments, and report this to Operational Board quarterly to evidence learning. The Customer Voice work with managers to identify and recommend areas for improvement based on customer feedback and dissatisfaction levels. Their reports are published on Let’s Talk Derby Homes, in the newsletter, with other providers (Tpas Scrutiny Conference). Mystery Shoppers reports are fed back to service area managers to implement improvements, the reports are taken to SMT, they are published on Let’s Talk Derby Homes and we share the results and outcomes with customers. We report to Housemark how many service improvements have been made annually as a result of customer feedback.</p>	*		
<p>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.</p> <p>We share the DORIS quarterly update at Operational Board and Main Board, and this is also published on the internet. This encompasses all the legislative requirements such as the Big 6.</p> <p>The Annual Report provides an overview of the year and how we are performing.</p> <p>We are working on a new framework to make sure TSMs are included as this was highlighted by customers as the most important information for them. The Corporate Health and Safety Policy went to Main Board in November 2023 and is available on the website.</p> <p>We communicate general key safety messages in the Newsletter, have been involved in communicating the legal fire safety regulations in flats, and making sure the information is on the website.</p> <p>The Customer Engagement and Community Development team is working with one of our Patch Teams and a local construction college to design, make and install balcony fire screens at one of our flat blocks as part of an Estates Pride Bid. Part of this includes fire safety advice.</p>	*		

The organisation engages with residents to produce an appropriate and meaningful Annual Report which should include 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. This is published on our website, Let's Talk Derby Homes and paper copies are available on request.	*		
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 Risk Register is agreed at Main Board. The Risk Management Strategy went to Board in November 2023 and risks and the Delivery Plan are updated and shared via CMIS quarterly from Board.	*		
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 We held a 3-month consultation on Getting Involved and Keeping Informed, which was sent out to all customers with email addresses on our database. The results have been used to feed into our new Corporate Engagement Strategy, which aligns with the Consumer Standards and goes to Operational Board on March 7, 2024, for approval.	*		
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 There is a Senior Management Team matrix published on our website, detailing roles and responsibilities.	*		

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. Guide to Scrutiny was co-produced by Senior Customer Engagement Officer and Customer Voice; governance structure chart was agreed and presented to SMT as to the layers of scrutiny and how they interlink (Scrutiny, Consultations, Surveys and feedback). The structure is set out in the Corporate Engagement Strategy and on the website.	*		

The organisation, including its staff and governance functions, values scrutiny as a critical friend from an independent resident-led process. Customer Voice identify their projects based on performance data, customer feedback and levels of dissatisfaction. They meet with managers to discuss issues and request information to inform them of their project recommendations and for inclusion in their final reports. They present reports to Operational Board and monitor progress against agreed service improvements.	*		
Scrutiny produces evidence-based recommendations, is designed to improve services, increase efficiency and provide robust assessment As above	*		
Scrutiny activity is provided with the financial and administrative support it needs to carry out its business Customer Voice has an annual budget for scrutiny activities, conferences and networking, training, recruitment and promotion, and an independent consultant, a dedicated officer to support, laptops to carry out their work, taxis arranged to and from meetings, public transport costs reimbursed and all out of pocket expenses covered (Customer Volunteer Expenses Procedure)	*		
Scrutiny is provided with all relevant performance, regulatory, legal and benchmarking information it needs to carry out its business They receive all quarterly results for Customer Survey and Transactional reports, plus all other documentation that is requested as part of their reviews, including benchmarking information against other landlords.	*		
Scrutiny has strong links with the other organisational engagement structures and the wider resident base in order to support its overall aims DACP, Operational Board, Mystery Shopping, Virtual Panel. The current scrutiny model includes co-opting/recruiting other customers to undertake Task and Finish group activities that feed into their wider scrutiny projects.	*		

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. We have consulted on the Corporate Engagement Strategy, the Communication Strategy and other strategies that go to Operational Board. All documents are in the public domain.	*		

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. We consult with the DACP and Customer Voice on budget. All go to tenant-led Operational Board and Main Board and reports are shared on the website.	*		
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 Developed a guide for the website for each engagement method, based on activity and level and time needed. Webpage on Customer First. Training has been given to all staff who conduct the Customer Survey as to the regulatory requirements and TSMs.	*		
The organisation has a clear and publicly stated plan for engaging residents in its health & safety responsibilities and makes clear those responsible for compliance. This is published on the website.	*		
There is an agreed timeframe to ensure that all engagement activities provide enough time to hear and consider resident views. Developing a Customer Consultation Guide and raising staff awareness of the requirements needed, including timescales, for effective and timely consultations.	*		
There is a clear and consistent method for reporting back to residents how their views have been considered in all engagement activities Let's Talk Derby Homes, newsletter, Operational Board Reports, website links, etc.	*		
Residents are consulted in a timely and effective manner on any change in landlord or significant change in the management arrangements. There is no current need to do this as we are not being absorbed back in-house.			

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 Housing Ombudsman is specific on how we meet their Complaint Handling Code, and we have a Complaints Self-Assessment. We regularly publish information about how to complain on our website and in our newsletter. From April 1, 2024, we are giving customers the opportunity to make a complaint, and advice on how they can get help with this, at the end of all our transactional surveys.			
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 We publish this information on our website, and we also include it on all letters we send and emails from the Complaints team.	*		
Complaints are encouraged as opportunities to listen, learn and influence change with a culture that assures that speaking out will not bring negative consequences We hold regular lessons learned meetings with service area managers and teams to look at the complaints received, where we failed, the actions needed, trends and improvement outcomes, and ongoing monitoring. We encourage an open, honest conversation around each complaint being discussed.	*		
Residents are engaged in the continuous learning and development from complaints, with all improvements widely publicised to residents and staff CV look at complaints, they are currently looking at them as part of Quality of Home. The new process of learning from complaints will ensure continuous learning. All results will be published in a quarterly Complaints Reports go quarterly to Operational Board and will be shared quarterly with customers on Let's Talk Derby Homes and on our website.	*		
Complaints, including those determined by the Housing Ombudsman, are documented, widely communicated and consistently publicised to all stakeholders As above	*		
Residents are engaged in routinely reviewing the complaints handling policy & process to include self-assessment against the Housing Ombudsman's Complaint Handling Code We align our complaints policy with the Housing Ombudsman's handling code. This is approved at our tenant led Operational Board. We have a complaints transactional survey to capture complaints feedback, in addition to using feedback from the tenant perception survey which asks about satisfaction with Complaints handling. The Self-assessment on the complaints code is on our website. We sent a survey to registered tenants on My Account to ask about complaint feedback.	*		
The organisation encourages resident involvement in complaint handling through the formation of resident panels.	*		

The Customer Voice look at complaint trends to inform them of their projects, and include this information in their reports, which are presented to Operational Board and published on Let's Talk Derby Homes.			
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Your Observations/comments

Information & Communication			
Standard	Yes	No	Unsure
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	*		
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.	*		
In any ad-hoc or specifically focussed engagement activity, information is provided in an agreed timeframe before any activity takes place	*		
The organisational website holds easy to find and useful information on areas such as governance, regulatory judgements & inspections, compliance, how to get involved, management, repairs, complaints, performance and the impact made from its resident engagement activities	*		
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	*		
The organisation regularly distributes to its residents up to date information including performance against set targets and emerging organisational challenges as well as topics of community and national interest. The frequency, content and methods of distribution will be agreed by the organisation and its residents	*		

Your Observations/comments
Communications Team to assess

Resources for Engagement

Standard	Yes	No	Unsure
<p>The organisation provides sufficient resources to deliver effective engagement and residents have the opportunity to influence the decision about the resources made available</p> <p>We have a dedicated team for engagement however we do not ask customers about resources being made available due to budget constraints.</p>		*	
<p>There is an appropriate system in place for recognition and reimbursement of the time given by residents for engagement activities.</p> <p>We have an Expenses Procedure to reimburse all out-of-pocket expenses.</p> <p>Customer Voice has an annual budget and laptops to help undertake their work.</p> <p>Mystery Shoppers receive a £25 shopping voucher per project completed and pre-paid SIM mobile phones to borrow to make their calls.</p> <p>Training and other opportunities with Community AD (employability skills, budgeting, volunteering).</p>	*		
<p>Involved residents are offered timely advice, relevant training and where appropriate, effective mentoring.</p> <p>Customer Voice has a dedicated officer to mentor, advise and help to support their work. They also have access to an independent consultant, which is paid for by Derby Homes, to support and review their projects and processes.</p> <p>Training and advice are provided via Tpas, Community Action Derby and other providers when needed/requested.</p> <p>Mystery Shopping training developed and delivered in-house.</p>	*		
<p>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.</p> <p>Customer Voice regularly attends the Tpas Tenants' Conference and Tpas Scrutiny Conference. As Derby Homes is a Tpas landlord member, Customer Voice have access to online networking, webinars and get-togethers with other landlords' customers and scrutiny groups, eg. The Consumer Standards consultation sessions for tenants.</p> <p>They have access to RING (Resident Involvement Networking Group) members and Tpas Connect landlord members via their dedicated officer.</p>	*		
<p>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.</p> <p>We are rolling out updated training for staff on the Customer Survey (TSMs), which includes the benefits resident engagement to Derby Homes and the role they have in listening to the residents' voice.</p> <p>Lessons Learned training will be done with managers, including the importance of listening to, and acting on customers' feedback to drive service improvement and increase satisfaction.</p> <p>Managers are working to collate evidence against the Consumer Standards to ensure compliance, including how they involve customers in their service areas.</p>	*		

Your Observations/comments

Community & Wider Engagement			
Standard	Yes	No	Unsure
<p>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.</p> <p>This will be developed with the TSM outcomes. We are currently gathering the above information and recording it on our customer database at all points of contact to ensure we have the most up to date information on our customers' profiles. This will better inform us in relation to engagement opportunities and tailoring them to our customers' needs.</p>	*		
<p>The organisation provides opportunities for its residents to engage in emerging social housing sector policy consultations and responses.</p> <p>We regularly circulate information to our engaged customers about opportunities to get involved in social housing sector policy consultations, eg. The Tpas Consumer Standards customer consultation sessions.</p> <p>Our connections with the NFA, Housemark and other social housing sector organisations enable us to promote these opportunities with our customers and support them to take part.</p>	*		
<p>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.</p> <p>The Estates Maintenance Budget is reviewed annually by the Operational Board.</p> <p>Customers are encouraged to engage in our Estates Pride programme to make improvements to their communities and areas in which they live. They are consulted as part of this process and their ideas taken into account to develop these projects, eg. Kestrel House Community Garden, mobility scooter storage areas consultation, and Project Derby summerhouse at Tintagel.</p>	*		
<p>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.</p> <p>This process is currently being updated on the website.</p>	*		
<p>Community Investment activities support partnership working and provide opportunities to increase understanding of resident and community priorities.</p> <p>Estates Pride Bids as above.</p> <p>Head of Housing Management is leading on the Social Value Policy, developing a process to administer social value funds.</p>	*		

<p>We are working in partnership with the DACP, Youth Alliance, Community Action Derby, Food for Thought Alliance and Disability Direct as well as grass roots initiatives such as Project Derby and Community Care Hub.</p> <p>We are moving to a locality-based approach to deliver community development alongside DCC's Localities teams to better understand and respond to resident and community priorities.</p>			
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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.