

Can you meet the TSA Tenant Involvement and Empowerment Standard?



PS CONSULTANTS

HOUSING
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Now that the Tenant Services Authority (TSA) has published its final proposals on the new regulatory framework for social housing in England, it's clear that tenant involvement and empowerment will be at the centre of social housing regulation.

Working with tenants to set local standards

The TSA intends that social housing landlords should set local standards for tenant involvement and empowerment that are consistent with its new national standards.

Meeting the deadline – you need to act quickly!

You will have to publish your plans for meeting these standards as soon as possible after April 1st 2010 and by no later than 1st October 2010 – and have them in place by no later than 1st April 2011

PS Consultants can help!

We have the experience of working since 1995 with over 100 council and housing association landlords and their tenants in tenant involvement and empowerment work – we can help you develop imaginative and effective tenant involvement and empowerment standards.



What's the Challenge?

The TSA says that

- only one in two tenants are satisfied with opportunities for involvement and
- only one in six tenants feel their landlord takes a lot of notice of their views

It is clear that it wants to see social housing landlords be transparent in their dealings with tenants, report properly on their performance, and hold themselves to account for all of this.

So what does the TSA expect of Social Housing Landlords?



PS Consultants – how we can help

We can work with you and your tenants to;

- understand what you currently do well, and less well
- understand what will be required to meet national standards
- develop your local standards for tenant involvement and empowerment

Your Say Your Soutway
get involved...and help shape Soutway's future!

and - playing a role that suits you in shaping Soutway's working name and its future.

Meet PS Consultants Staff

As part of helping us develop a new approach to customer involvement PS Consultants will be present at team staff will be present at team forthcoming resident events.

These will give you the opportunity to:

- hear about new ideas on customer involvement
- tell us what you think
- return to other Soutway tenants and leaseholders about how they think involvement might work and to discuss it with them

The details of these events are on the back page.

You can get involved by

helping us put together that new strategy over the next few months.

If you want an invitation to attend - your please contact Maureen Ward | Soutway Housing Trust | 01461 445 2689

Looking Forward

Soutway has appointed us, PS Consultants, to work with them

When Soutway began work on your landlord in November 2012 it promised you that all tenants and leaseholders would be encouraged to get involved in shaping the future of Soutway's housing service.

This newsletter tells you how Soutway intends to deliver those promises and how it will make it possible for you to get involved in ways that suit your interests, and the time you have available.

to help develop a new customer involvement strategy. We have a lot of practical experience in helping develop customer involvement and will be working with Soutway until the end of May 2016.

Telephone: 0161 445 2689 for more information



It will require you to work to national standards laid down by the regulator on ; involvement and empowerment ; customer service and choice ; and responding to complaints

And it also wants you agree and deliver local standards, developed with your tenants around ;

- local performance targets

- how performance will be monitored and communicated to, and scrutinised by, tenants
- how performance compares with other social housing landlord
- what happens if local standards are not met
- arrangements for reviewing those standards



Practical help

- training on tenant involvement and empowerment issues for tenants and leaseholders, staff, and Boards of Management
- all types of survey, workshops, conference, and focus group work with tenants
- developing action and service improvement plans which include local performance targets, reporting requirements, and monitoring and evaluation requirements
- developing tenant involvement and empowerment strategies

Use our Experience

PS Consultants have worked on tenant involvement and empowerment, and related projects for a wide range of clients including;

Manchester City Council
Liverpool City Council
Riverside HA
Gedling Homes
Chorley Community Housing
Gwynedd Council
Glasgow City Council
Dale and Valley Homes
The Housing Corporation
Southway Housing Trust
(DCLG) Community Housing
Equity HA
Task Force
2012 Rotherham
Yorkshire Coast Homes
Wirral Partnership Homes
Your Homes Newcastle
North Lanarkshire Council
Green Vale Homes
Oldham Council
New Progress HA
Babergh Council
Twin Valley Homes



Contact Us

If you would like to talk to us about working with you please

contact us by **email** at
enquiries@psconsultants.org.uk



phone us on **01204 690772**
talk to Steve Sharples or Christine Bailey



write to us at
PS Consultants
12 Berry Square Whitehall Lane Blackrod
Bolton BL6 5DU



Web Site
www.psconsultants.org.uk

