

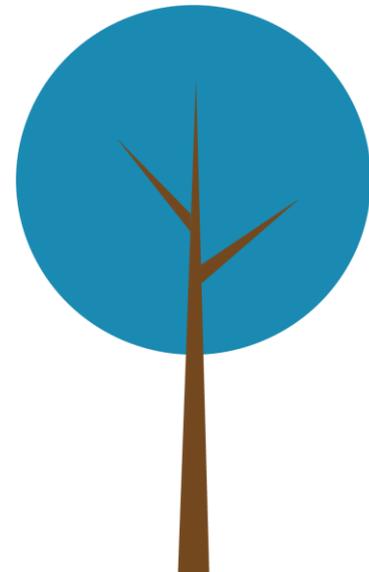


You matter | Ti'n cyfri

# Tenant Engagement Standards Assessment (TESA)

# What will the TESA service provide?

- A review and assessment of your organisation's approach to tenant involvement against current WG Regulatory Standards and emerging expectations - independent evidence of an externally challenged review. .
- A 'critical friend' assessment by us, the WG appointed tenant involvement organisation in Wales.
- Ideas and recommendations based on UK sector good practice to help your organisation develop and move forward.
- Promoting your commitment to hearing the tenants' voice using the TESA verification logo.
- Not accreditation



# TESA verification logos



# TESA Process



- Flexible
- In your time

# Stage 1: Briefing session

Briefing session for your staff/organisation –

TPAS Cymru to talk through process in more detail and how it works and, help your organisation to decide on how best to complete it.



# Stage 2: Self-assessment by organisation

Organisation uses the TESA self-assessment toolkit document to carry out it's own self-assessment against the TESA standards.

- Many of the TESA standards **link directly** to the Welsh Government Regulatory Standards
- Organisation can use a Self-Assessment process of it's choosing, including any recent existing assessment, recent internal reviews and evidence gathered etc.



# Stage 3: Submission of TESA self-assessment

Organisation submits the TESA self-assessment document to TPAS Cymru, along with any supporting documents and evidence.

e.g. the latest Tenant Engagement Strategy, recent internal reviews, links to your website etc.



# Stage 4: Desk-top assessment by TPAS Cymru

TPAS Cymru reviews the submitted self-assessment toolkit.

This includes identifying any areas for further clarification and discussion at the ‘critical friend’ workshop session/s .



# Stage 5: 'Critical Friend' and moving forward conversations

TPAS Cymru acts as a 'critical friend' to challenge, clarify and be assured of organisation's self assessment.

This will also include identification of good practice and pinpoint areas to develop.



# Stage 6: Feedback session/s

TPAS Cymru feeds back on it's assessment - this will include exploring recommendations and advice based on UK sector good practice.



# Stage 7: Summary Report

TPAS Cymru produces summary report detailing assessment findings, along with highlighting good practice and areas to develop.

Can include presentation to Board, Exec, Tenant Committee etc



# 7 Stages of the TESA Process

Additional tasks can be added.

1. Briefing session
2. Self-assessment by organisation
3. Submission of TESA self-assessment document
4. Desk-top audit by TPAS Cymru
5. 'Critical friend'/Moving forward workshops
6. Feedback session
7. Summary report & presentation/s

# TESA Self Evaluation criteria

A photograph of a row of colorful terraced houses in a residential street. The houses are painted in various colors including blue, yellow, and white. The scene is captured from a low angle, showing the stone walls and steps leading up to the houses. A semi-transparent orange overlay covers the upper portion of the image, containing the text 'TESA Self Evaluation criteria' in white. The sky is clear and blue.

## TESA – Self-evaluation toolkit

### How to use the self-evaluation toolkit.

Under each sub heading the key criteria are listed. You should aim to have full evidence for each. This can include a short narrative and links to other supporting documents/information etc. Where evidence is only partial or missing set out how and when you will comply.

You can highlight any areas of excellence, good practice or where you feel the landlord organisation is exceeding compliance.

Do think about the process you will use to undertake the self-evaluation, who you will involve and how. It goes without saying that tenants should play a key part!

Standard	Reference	Evaluation score 0-5	Evidence of Compliance. <i>Where evidence is partial set out how and when you will comply.</i>	Highlight any areas of excellence/exceeding compliance?
<b>A.Leadership &amp; Governance</b>				
A1. The landlord creates a culture which values and promotes tenant involvement	RS4 &			
A2. The landlord makes logical decisions based on the views of tenants where appropriate	RS1			
A3. The board ensures that it has heard and listened to the views of tenants and stakeholders, and where appropriate, involved them in decision- making about significant changes to the organisation’s services or policies.	CHC Code of Governance Principle 7.4.3.			

<b>Standard</b>	<b><i>Reference</i></b>
<b>A. Leadership &amp; Governance</b>	
A1. The landlord creates a culture which values and promotes tenant involvement	RS4
A2. The landlord makes logical decisions based on the views of tenants where appropriate	RS1
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<b>Standard</b>	<b><i>Reference</i></b>
<b>B. Involvement Practice</b>	
B1. Tenants are empowered and supported to influence the design and delivery of services.	RS4
B2. Tenants are supported and empowered to scrutinise and challenge landlord performance and decision making which affects them.	Sector good practice
B3. The landlord provides opportunities for tenants to be involved and can demonstrate that tenants are satisfied with them.	RS4

<b>Standard</b>	<b><i>Reference</i></b>
<b>C. Openness &amp; Accountability</b>	
C1. The landlord enables tenants to understand the organisation's approach to tenant involvement and how they can get involved.	RS4
C2. The landlord enables tenants to understand how the organisation will listen to and act on tenants' feedback and learns from complaints.	RS4
C3. Performance information is made available to tenants – in accessible, <u>inclusive</u> and easy to find ways.	RS3

<b>Standard</b>	<b>Reference</b>
<b>D. Future Key Policy areas</b>	
D1. The landlord engages with tenants about the safety of their homes.	Safer buildings in Wales White Paper & Good Practice
D2. The landlord makes it easy for tenants to know who is responsible for building safety and how to obtain information about fire and structural protections of the buildings where they live.	Safer buildings in Wales White Paper & Good Practice

<b>Evaluation score</b> 0-5	<b>Evidence of Compliance.</b> <i>Where evidence is partial set out how and when you will comply.</i>	<b>Highlight any areas of excellence/exceeding compliance?</b>

## Why now? - don't delay

1. This independent assessment demonstrates to your Regulator & your Board/Cabinet that you are actively assessing your approach to tenant engagement to ensure you meet Welsh Government standards and your tenant's expectations.
2. An opportunity to take stock and consider new approaches of how effective tenant engagement can be maximized and how the voice of tenants can help shape services and value for money.
3. The assessment could save you costs, resources and time going forward as we help you focus on doing what matters.

## Cost?

Our prices are dependent on the particular requirements for your organisation. We operate a discounted rate for member organisations so make the most of being a member.

**For more information please contact:**

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