



Scrutiny and Empowerment Partnership

How do I become a member?

What do I get for my membership?

We are delighted to announce the further development of our tenant **Scrutiny and Empowerment Partnership (SEP) in May 2011.**

Linda Levin, experienced service improvement and tenant involvement consultant, and Yvonne Davies, consultant and until recently a Head of Housing at the Audit Commission, have set up this partnership to help tenants and landlords to meet and exceed expectations on co-regulation and scrutiny.

Scrutiny and Empowerment Partners Limited

Scrutiny and Empowerment Partnership offers a comprehensive range of services and tools to help tenants and landlords. Read on to find out more about this exciting offer.....

Tenant Advisor Website

If you join SEP, you automatically have **full** access to www.tenantadvisor.net, our online service that offers the following extremely useful facilities:

- **Good practice guidance**

Scrutiny and empowerment arrangements should be designed around local requirements. With this in mind, we will publish guidance based on what works in other organisations, including practical hints and tips, to empower you and your tenants to set up your own effective local arrangements.

- **Access to scrutiny documents and reports**

Members of Scrutiny and Empowerment Partnership can use Tenant Advisor to share their experiences and information about their scrutiny arrangements. Information provided in this way can only be viewed by other members of the network. We already have some of the leading scrutiny panels signed up to share their information with other members on our website.

- **On line benchmarking and ideas exchange**

Participation in **national benchmarking** arrangements is included in your membership. We are developing unique on line benchmarking arrangements and we offer an ideas exchange service www.tenantadvisor.net. You can also become a member of our **user group** and tell us how you would like to see phase 2 of the site develop.

- **Access to feedback from your tenants**

www.tenantadvisor.net allows you and your scrutiny panel to open up **opportunities to gather information and comments from your tenants via Facebook; Twitter and the World Wide Web** on services that your tenants would like to see scrutinized and services which you are scrutinizing at that time.

Conferences and Networking Events

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We **hold at least three network conferences each year**, offering:

- Access to a collection of information and advice about the latest developments in tenant led co- regulation provided by high profile speakers, tenants and involvement practitioners
- Opportunities to learn from other scrutiny panels and tenant inspectors
- Opportunities to hear the latest from Government and the housing regulator
- Opportunities to network with other organisations and private sector consumer panels

The conferences we have held so far have been very well attended and attracted high profile speakers. Feedback has been overwhelmingly positive.

Practical Workshops and Discussion Groups

We run smaller, **local, practical events offering advice and top tips** on specific topics. The themes for these events include:

- Recruiting tenant scrutiny panel members and tenant inspectors
- Involving tenants in self assessment
- Linking scrutiny to your existing tenant involvement structure and policies
- Linking scrutiny to service standards and local offers
- Reporting scrutiny panel findings and how this fits with governance
- Monitoring actions for real outcomes
- The role of tenant panels in dealing with formal complaints
- Value for money

Monthly Newsletters

We produce monthly newsletters by email, providing the **latest news, information and developments** in tenant led co-regulation. In the coming months, these will also feature interviews with tenant scrutiny and inspection trail blazers.

Training and Consultancy services (10% discount on day rate)

We provide a whole host of bespoke training and consultancy for staff, Boards and tenants, based on our experiences of working on Scrutiny arrangements for the last

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2 years. Membership will give you access to discounted high quality, competitively priced training and consultancy support. Such services include:

- Recruitment and selection
- Induction training for scrutiny panels and tenant inspectors
- Coaching and mentoring services for scrutiny panel members
- Delivery of away-days for Officers, Boards and Tenants to consider scrutiny
- On-going training to develop your panels and their assessment and influencing skills
- Health checks of existing arrangements and facilitated action planning
- Reviews of involvement strategies

We use accelerated learning techniques in our training events, so participants learn in a fun and stimulating environment, and can grasp and retain knowledge more effectively.

And even more reasons to join.....

- All of our consultants have an **excellent track record** in developing and supporting tenant scrutiny panels, tenant inspectors and their landlords. The support we have provided has led to our clients achieving external accreditation and recognition for their scrutiny arrangements.
- Our training is being **recognised externally and independently** by the **Institute of Leadership & Management** and can provide a recognised qualification for those wishing to use this to further their employment prospects

Membership fees

Membership fees for housing organisations are £500 + VAT per year.

Annual membership will cover all of the above services, with no hidden extras

How to I join?

It's easy, log onto www.tenantadvisor.net and click "join", or

Contact Yvonne or Linda (details below).

Do you have any suggestion to improve our offer further?

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We always listen. Please contact Yvonne or Linda (details below).

How do I find out more?

Yvonne: Mobile: 07867974659 Email: yvonne@tenantadvisor.net, or

Linda: Mobile: 07967342436 Email: linda@tenantadvisor.net, or

Write to us at: Scrutiny and Empowerment Partners Ltd,

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