

**Scrutiny and Empowerment Partnership: one place for tenants and landlords interested in quality and empowerment**

**How do I become a member and what do I get in return?**

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

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

**Conferences (one of which will be free of charge to members)**

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

* Access to 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 regulators (the Ombudsman, TSA and the CLG have all spoken at our June 2011 conferences).
* Opportunities to network with other organisations and private sector consumer panels.

**And of course** – if you cannot make the conferences, you can access the speeches (some of which are recorded) through our member website.

So far in 2011, due to popular demand, SEP have held 6 conferences and have a new series planned for the autumn.

**Good practice, proformas, interviews, technical advice, hints and tips**

Through membership, you can access the following:

* Progress on scrutiny
* Service review reports
* Plans for future service reviews
* Terms of Reference
* Code of Conduct
* Structural arrangements for Involvement
* Good practice
* Hints and tips
* Quotes and speeches from notable government speakers, the TSA and Ombudsman

**Members’ website**

This will be through our membership website – [www.tenantadvsor.net](http://www.tenantadvsor.net).

If you join SEP, you automatically join tenant advisor.

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.

**Regular Support though Workshops and Performance Clubs**

From July, we are running smaller, **regional, practical events offering advice and top tips** on specific topics. The themes for these events will include:

* Recruiting tenant scrutiny panel members and tenant inspectors
* Skills development – what works
* Involving tenants in self assessment
* Reporting results to officers and board members
* 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
* Actions Plans and Monitoring actions for real outcomes
* The role of tenant panels in dealing with formal complaints

**On Line Benchmarking and Ideas Exchange.**

Participation in **national benchmarking** arrangements is included in your membership. We have developed a unique on line benchmarking and ideas exchange service on [www.tenantadvsor.net](http://www.tenantadvsor.net). Membership of the partnership offers password access **for landlords, tenants, and board members/elected members.**

On line, **ask the expert/discussion groups** will help you share and get the very best advice and guidance from your peers and from our field of associates.

**Peer reviews** are underway with the help of some of our co-regulatory champion members. Hear about them on our articles site as they happen.

You can also become a member of our **user group** and tell us how you would like to see phase 2 of the website develop – we are thinking about webinars and on line training and mentoring for officers and tenants, as well as more detailed benchmarking which is more relevant to the customer experience of services.

**Access to feedback from tenants on services.**

[www.tenantadvisor.net](http://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.

**Monthly Newsletters.**

We produce monthly on line newsletters, providing members with the **latest news, information and developments** in tenant led co-regulation, complaints and the TSA standards. These will also feature interviews with tenant scrutiny and inspection trail blazers. Check out the Articles section of our members’ website.

**Blog.**

The latest developments as they happen in empowerment, excellence, quality and regulation can be accesses on [www.tenantadvisor.net](http://www.tenantadvisor.net)

**Training & 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 2 years. Membership willgive you access to discounted high quality, competitively priced training and consultancy support.

Please ask us for our separate consultancy leaflet.

**Our popular training and consultancy services include:**

* Recruitment and selection of tenant panel members and customer inspectors
* Induction training for scrutiny panels and tenant inspectors
* Service Reviews using our most experienced tenants
* Facilitation of peer reviews
* Coaching and mentoring services for scrutiny panel members and staff
* Interactive and fun - Away-days for Officers, Boards and Tenants
* 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** all of training events, so participants learn in a fun and stimulating environment, and can grasp and retain knowledge more effectively.

**Always available by telephone and e mail to give advice and support:**

Contact Yvonne or Linda anytime for practical advice and support.

Yvonne: Mobile: 07867974659 Email: [yvonne@tenantadvisor.net](mailto:yvonne@tenantadvisor.net)

Or Linda: Mobile: 07967342436 Email: [linda@tenantadvisor.net](mailto:linda@tenantadvisor.net)

**And even more reasons to join.....**

* We already have a **growing membership** that includes Co-Regulatory Champions, 3 star organisations and a mix of ALMO, housing association and local authority landlord and tenants from all around the country
* 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 **accredited 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 **£450 + VAT per year**. For landlords with less than 1,500 properties the annual membership is only **£250 + VAT**

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

You don’t even need to attend meetings; you will have access **on line** to all we do

**How to I join?**

**It’s easy, log onto** [**www.tenantadvisor.net**](http://www.tenantadvisor.net) **and click “join”,** or fill in the **attached membership form.**

**Do you have any suggestion to improve our offer further?**

We always listen. Why not join our Tenant Advisor service user group and help us to continue the development of our services? Please feel free to contact Yvonne or Linda

**How do I find out more?**

Yvonne: Mobile: 07867974659 Email: [yvonne@tenantadvisor.net](mailto:yvonne@tenantadvisor.net), or

Linda: Mobile: 07967342436 Email: [linda@tenantadvisor.net](mailto:linda@tenantadvisor.net), or

Write to us at: Scrutiny and Empowerment Partners Ltd,

11 Porter Close, Rainhill, Merseyside. L35 6PY





**Scrutiny and Empowerment Partners Ltd**

Membership Application Form

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| Please enrol my organisation into the partnership: |
| Organisation’s Name: |
| Name of principal contact: |
| Address: |
| Email: |
| Telephone: |
| Fax: |

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|  | Ways to pay (please tick and complete your choice of payment method) |
|  | Enclose a cheque for £450 plus VAT (or £250 plus VAT for landlords with a stock of less than 1,500), made payable to Scrutiny and Empowerment Partners Ltd. |
|  | Please invoice for £450 plus VAT (or £250 plus VAT)  Your own internal reference number:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Invoice address and contact** (**If different from above)** |

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| **Please send your completed form to:**  Scrutiny and Empowerment Partners Ltd, 11 Porter Close, Rainhill, Merseyside. L35 6PY. | **Or email the form to:**  [linda@tenantadvisor.net](mailto:linda@tenantadvisor.net)  [yvonne@tenantadvisor.net](mailto:yvonne@tenantadvisor.net) |