

A brilliant Tpas Accredited Landlord



Organisation	East Durham Homes
Achieved accreditation	January 2016

A bit of background

Originally East Durham homes achieved the Tpas landlord accreditation in 2009. They were re-assessed in 2012 and then in 2015 and achieved the accreditation for a further three years. Since Re-accreditation in 2012 – East Durham Homes is now part of County Durham Housing Group (CDHG) alongside Dale and Valley Homes and Durham City Homes.

Inspiring Involvement

- ✓ The Board meetings being rotated around the different EDH communities to encourage tenants to attend and to be able to ask questions and raise issues. The very supportive way in which the Board responds to and listens to the work of the CIIP. Minutes from board go to the local TARA's and residents groups. Board members with a special interest sit on different Service Review Panels to ensure two way feedback
- ✓ Excellent staff and tenant partnership working across the organisation which has led to excellent outcomes and a robust co-regulatory approach to involvement
- ✓ An excellent involvement framework and impact assessment process to ensure that the organisation is delivering value for money; has the most appropriate involvement framework both strategically and locally and ensures tenants are involved from the beginning of any changes required.
- ✓ Its approach to value for money and efficiency savings is a credit to the organisation. This approach needs to be shared with the wider social housing world.

The Difference

- ✓ The CIIP also reviewed previous scrutiny recommendations to see what impact process they carry out on their work to show the changes made within the organisation. The CIIP also report their findings directly to the service manager and staff from that service . The CIIP and EDH approach to scrutiny is now a well embedded co-regulatory approach to enable real challenge and improvement to services. Not only reporting recommendations to Board; the panel now also meet with the service manager and staff to discuss the outcomes from their reviews. This ensures the 'importance' that is placed on the work of the scrutiny panel
- ✓ As well as the usual customer profile questions asked EDH also collect Welfare Reform data which collects specific household data as well information on each tenant. This enables EDH to build up a full picture on the entire household rather than focusing on individuals. This information helps in EDH approach to support customers through welfare reform and the impact of universal Credit