



# Tpas independent advice service approach to regeneration



## our approach

Tpas has over 20 years' experience in the provision of Independent Advice services on regeneration projects in London and nationally. Combine this with our experience at promoting and supporting improvements in engagement, reviewing and implementing new engagement and involvement strategies nationally then you have a powerful combination.

Tpas is unique, demonstrable through our dedication to improve engagement standards across the country. Our National Engagement standards outline meaningful and flexible engagement principles that are proven to deliver effective community development and drive business improvement.

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We are the only organisation in the country to have these standards and we apply them to all engagement projects we undertake. Our strength is our commitment to ensuring that residents' are involved at all stages of a project and are part of the change process as the most important stakeholder. We firmly believe that our IA service is provided with consistency and accessibility with feedback from previous clients on compliance and high quality.

Tpas experience of similar current projects

- Montague Road, LB Waltham Forest
- Carpenters, Canning Town and Custom House, LB Newham
- South Lambeth, LB Lambeth
- Pendleton PFI, Salford City Council/Salix Homes
- Foxhill Estate, Curo
- Seabrook Rise, Thurrock Council
- Guys & Thomas Charity
- Camden

# services we can provide

- Information, engagement and consultation on a 1-1 level and with community groups, stakeholder groups, project teams

- Wider community information, engagement and consultation through outreach

- Supporting residents through the navigation of understanding processes involved in decanting, reimbursements and housing options

- Identifying additional opportunities for joint working to maximise engagement and involvement

- Capacity building through informal and informal activities

- Development of key related strategies and policies to maximise efficiency

- Strong project management facilitated by robust project plans, recording and reporting and attending project meetings

- We are always looking out for other opportunities such as creation and promotion of local social enterprise for the benefit of communities

- Feedback and attendance at project, stakeholder meetings.



# our commitment to you

**we  
always**

- Update our understanding of needs and diversity across the area-developing our knowledge of community insight across a number of factors
- Target and adapt our approach and check it works though measuring engagement and feedback
- Work in partnership with stakeholders that have established outreach networks in the area
- Measure the impact of our approach adapting and improving continuously bringing in new ideas.

We are a key stakeholder at Greater London Authority, DCLG, Housing Ombudsman, Homes and Communities Agency and other groups. We have advised and challenged government on policy and have a separate department to ensure that the voice of our members informs decision-making.

Tpas have an ITA Charter which sets out our core standards and values for the service we provide- this is unmatched in the sector and was developed with residents and staff involved on Independent Advice projects we have worked on. We passionately believe that early and consistent community engagement is vital and is in our DNA.

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To learn more about what Tpas can offer to support the success of your regeneration project:

Call: 0161 868 3500

Email: [info@tpas.org.uk](mailto:info@tpas.org.uk)

Visit: [www.tpas.org.uk/expertise](http://www.tpas.org.uk/expertise)

