

Exemplar Accreditation

For organisations leading the future in engagement





What is the Exemplar?

Tpas Exemplar is for those organisations who have been awarded the Tpas PRO accreditation three times and have consistently demonstrated their exemplar approach to engagement. It is a comprehensive, visionary and time focused collaborative event to ensure your organisation remains a beacon of excellent practice for engagement.

Benefits of being an Exemplar accredited organisation

Achieving the Exemplar will enable organisations to keep the PRO accreditation logo for a further 2 years and give assurance to boards, senior management, key partners and stakeholders and importantly all tenants that you are:

- **Meeting and exceeding the Tpas engagement standards across the organisation: demonstrating your status as a leader in the field of engagement**
- **Transparent and have mechanisms in place to listen to and act upon the tenant voice from all parts of the community**
- **Meeting the Regulator of Social Housing Consumer Standards giving reassurance to your board that you are compliant**
- **Working creatively and collaboratively with Tpas; your tenants, staff and board members will see how you are co-designing an engagement framework fit for the future**
- **Future proofing your engagement to keep it innovative, fresh; diverse; accountable, effective and demonstrating that you are reaching all parts of the community**
- **A beacon organisation that can clearly show the outcomes from their engagement activities especially around accountability; value for money, effectiveness and efficiency**
- **Delivering an impressive range of both local and strategic engagement approaches that ensure service improvements**
- **Supporting wider community initiatives and resilience work to sustain more cohesive and thriving communities for the long term**
- **Gaining the Exemplar accreditation gives you exclusive access to the exemplar on – line club to share and network with other organisations that are leaders in the field of engagement**



The process

Step 1

Completion of the SMART review self-assessment:

This gives a base line of what the organisation is doing in relation to engagement and ensure it is meeting or exceeding the Tpas national engagement standards

Step 2

Completion of a questionnaire:

This is completed by Board members and senior management team and will ensure accountability for engagement and that it is embedded throughout the organisation.

Step 3

Future proofing engagement session

For tenants and key staff – This will be an interactive session with Tpas as a critical friend/challenger to help improve engagement and to make it more relevant; accountable; and effective for the future.

The session can include the Tpas Chief Executive to give an overview on engagement and/or the Tpas policy advisor if required.

Step 4

Headline report; recommendations and action plan

Get high quality ideas and recommendations and to ensure you keep moving forward in engagement and you are fit for the future. The organisation will receive the Tpas Exemplar logo and certificate for two years.

Cost: £2,500

(plus an extra £500 if CEO or policy advisor was included)



The Methodology

Step 1

Process

Organisation completes our SMART review self-assessment to check whether you are meeting the Tpas standards. Easy to complete yet comprehensive enough to challenge.

Benefits For the organisation

Provides you with a great reality check and enables Tpas to pick up your good practice straight away.

Time

1 day: to look at self-assessment document and evidence.

Step 2

Process

We would provide an online questionnaire, through a platform such as SurveyMonkey, for senior managers and board members to complete in a given timescale.

Benefits For the organisation

This would provide the organisation with up to date intelligence, views and ideas on engagement issues from senior managers and boards across the organisation.

Time

1 day: to analyse results.



Step 3

Process

Agree an interactive three hour workshop – key areas to look at coming out of the self-assessment and discussions with the tenants, staff and board members to help co-create the engagement framework for the future – this could include the Tpas CEO giving an overview of engagement across the sector and/or the Tpas policy advisor.

Benefits For the organisation

The role of Tpas as an independent critical friend/challenger will assist the organisation to be more creative in co-designing the engagement framework for the future – thus pushing boundaries and sharing outcomes across the sector around innovation.

Time

1.5 days: to organise, prepare and deliver.

Step 4

Process

Create the headline report, recommendations and action plan

Benefits For the organisation

A headline report with recommendations for the future. This would be highlighted on the Tpas website and would identify good practice and establish a network between other exemplar organisations to share and innovate.

Time

1 day: to write up report.