



THE ENGAGEMENT EXPERTS
tpas

Proud to offer an independent, evidence-based, Quality Mark Framework that assesses your organisation's scrutiny

Ensure your approach is business effective and cost-efficient

Demonstrate your commitment to effective scrutiny

Achieve colleague recognition of the critical role of scrutiny, ensure its success through teamwork

Develop a strong culture of engagement across your organisation



Tenants are on the receiving end of services and bring a unique, independent and constructive challenge to organisations.

Using the day-to-day experience of residents to examine the decisions, policies and actions that affect their home has been proved to lead to enhanced transparency, improved services and better value for money.

“When tenants are influential, social housing works better”

To Gain the Quality Mark:

An organisation must achieve at least 24 passes out of 30 Critical Success Factors, equating to 80%

To find out more and start your Scrutiny Assured Quality Mark journey, contact us on:
consultancy@tpas.org.uk

The Standards

The Scrutiny Assured Quality Mark Assessment Framework

- 01** Scrutiny activity works to the five Tpas Scrutiny key principles; independent, inclusive, positive, constructive and purpose
- 02** An agreed scrutiny model and process is in place with clear routes into the governance, business and service delivery operations.
- 03** The organisations values scrutiny as a critical friend from an independent resident-led process
- 04** Scrutiny produces evidence-based recommendations, improves services, increases efficiency, and provides robust assessment
- 05** Scrutiny activity is provided with the financial and administrative support it needs to carry out its business.
- 06** Scrutiny is provided with all relevant performance, regulatory and legal information it needs to carry out its business.
- 07** Scrutiny links with the other organisational engagement structures and the wider resident base to support its overall aims