



THE ENGAGEMENT EXPERTS

tpas

Over a decade of
national scrutiny and
co-regulation
expertise



A deep
understanding of
the Social Housing
Regulatory
framework



Experience building
constructive collaboration
across scrutiny panels,
boards, officers, and
residents



Resident Scrutiny Support

We help residents and organisations build scrutiny that is
confident, credible, and influential — scrutiny that residents trust,
staff respect, and decision-makers listen to.

CONTACT US

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Representing Tenants
and Landlords since

1988

Our Scrutiny Offer

Collaborative scrutiny support that delivers real impact no matter what scrutiny approach you take. Our scrutiny support is structured around three packages, which can be commissioned individually or as a full programme.



IGNITE PACKAGE

Launches or refreshes your scrutiny function with strong foundations.

RESIDENT-LED SCRUTINY
FRAMEWORK

TERMS OF REFERENCE

TOOLKIT

TAILORED SCRUTINY TRAINING



ELEVATE PACKAGE

Strengthens capability through specialist support and targeted interventions.

TAILORED SCRUTINY TRAINING

MENTORING

REPORT BUILDING

EVIDENCE-LED REVIEWS



ASSURE PACKAGE

Provides high-level diagnostic insight and a pathway to mature, consistent scrutiny practice.

SCRUTINY ASSURED QUALITY MARK

IMPROVEMENT ROADMAP

INDEPENDENT VALIDATION &
SCORING

Our aim is simple: to create scrutiny that is meaningful, influential, and sustainable

We don't believe scrutiny should be:

- ✗ A tick-box exercise
- ✗ A one-off review
- ✗ Or something that only exists to satisfy regulation

Tenant-led scrutiny ensures every resident's voice meaningfully shapes services, driving fairness, inclusion and accountability

What We Offer

Our scrutiny support is structured around three packages, which can be commissioned individually. As with all our packages, if you need a bespoke option, one of our consultancy managers will be there to support you.



Ignite Package

FOR ORGANISATIONS ESTABLISHING OR RELAUNCHING SCRUTINY

This package helps you create a robust, resident-led scrutiny function by combining governance set-up with practical skills development.

Typical Activities

1. Establishing the Scrutiny Framework

- Independent scoping and document review.
- Co-design of:
 - Scrutiny Terms of Reference
 - Role profiles and codes of conduct
 - Independence and decision-making protocols
- Clarifying relationships between scrutiny, officers, boards, and councillors.
- Designing communication, reporting, and escalation routes.

2. Building Skills, Confidence & Tools

- Tailored scrutiny training such as:
 - Introduction to scrutiny
 - Effective challenge and questioning
 - Understanding performance, data, and evidence
 - Planning and conducting scrutiny reviews
 - Report writing and measuring impact
- Development of a practical scrutiny toolkit, including:
 - Review templates
 - Evidence-gathering tools
 - Standard report structures
- Chair mentoring and ongoing panel support

3. Recruitment Support (if required)



Outputs and Outcomes

- A fully agreed scrutiny framework and governance documentation
- Clear accountability, independence, and ways of working
- A skilled and confident scrutiny panel with a shared language and purpose
- A complete toolkit enabling consistent, high-quality scrutiny
- Reduced dependence on officers for interpretation, guidance, or translation



Elevate Package

FOR THOSE THAT NEED CAPABILITY BUILDING

This package equips organisations and residents to learn, apply, and embed good scrutiny practice while delivering impactful reviews that drive improvement.

Typical Activities

1. Building Skills, Confidence & Tools

- Tailored scrutiny training such as:
 - Introduction to scrutiny
 - Effective challenge and questioning
 - Understanding performance, data, and evidence
 - Planning and conducting scrutiny reviews
 - Report writing and measuring impact
- Development of a practical scrutiny toolkit, including:
 - Review templates
 - Evidence-gathering tools
 - Standard report structures
- Chair mentoring and ongoing panel support

2. Live Scrutiny Review Delivery & Mentoring

- Independent facilitation of key scrutiny meetings and discussions
- Support with:
 - Topic selection and scoping
 - Evidence identification and witness planning
 - Designing review methodology
- Ongoing mentoring and confidential support to panel members throughout the review cycle
- Drafting, or supporting the drafting of, scrutiny reports
- Support with presenting findings and recommendations to decision-makers



Outputs and Outcomes

- A skilled, confident scrutiny panel with a shared understanding of effective scrutiny
- A ready-to-use scrutiny toolkit embedded in day-to-day practice
- High-quality, evidence-led scrutiny reviews
- Clear, constructive recommendations that influence improvement
- Reduced reliance on officers to interpret scrutiny processes
- Increased credibility and confidence in scrutiny's impact



Assure Package

FOR THOSE THAT ARE ESTABLISHED AND ARE SEEKING ASSURANCE

Put scrutiny to the test with the Scrutiny Assured Quality Mark (SAQM) to assess, strengthen, and evidence the effectiveness of scrutiny. Gain assurance that your scrutiny practices meet the National Engagement Standards.

How SAQM fits

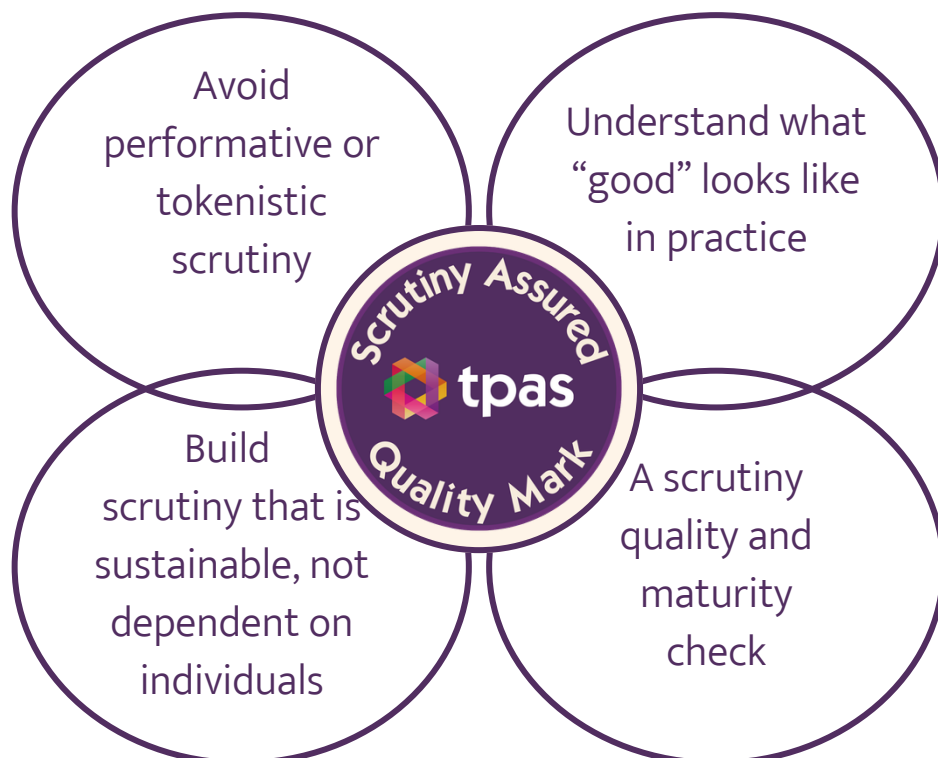
- SAQM provides an assurance lens, not just a Quality Mark
- We use SAQM to:
 - Diagnose strengths and gaps
 - Support honest self-assessment
 - Shape proportionate improvement plans

Our SAQM approach

- Staff-friendly self-assessment support
- Independent validation and scoring
- Clear, prioritised improvement planning
- Optional follow-on support to address gaps

Outputs and Outcomes

- Scrutiny assured Quality Mark from Tpas (where appropriate)
- Clear understanding of scrutiny maturity
- Actionable improvement roadmap



Why Choose Tpas?

Independent and impartial

We act as a trusted, independent critical friend, giving scrutiny panels the confidence to challenge and organisations the confidence that scrutiny is fair, balanced, and evidence-led.



Collaborative by design

Our packages are structured so that organisations and residents work together, whatever the approach.



Practical and embedded

We focus on real systems, tools, and behaviours. Everything we deliver is designed to be used long after our involvement ends.



Flexible and proportionate

We recognise that scrutiny looks different depending on organisational size, maturity, and context. Our offer is modular, not one-size-fits-all.

