



## Developing Effective Tenant Scrutiny and Co-Regulation Lessons from the 10 TSA Co-regulatory Champions

Wednesday 18 April 2012, 10am-4.15pm  
Smith Square Conference Centre, Westminster London SW1

Organised by the Centre for Public Scrutiny and Scrutiny Empowerment Partners, this major national learning event will feature a wealth of practical experience from the TSA's Co-Regulatory Champions on getting started and delivering co-regulation and tenant scrutiny.

In the morning expert speakers will provide updates on the latest developments in co-regulation and scrutiny, the new empowerment standards and the role which can be played by tenant panels and other tenant groups in helping landlords improve services and deliver their aims. The afternoon will be given over to practical interactive workshop sessions, giving delegates the chance to talk direct with other tenants and staff, and to share experiences of developing tenant scrutiny.

Every attendee will receive a copy of three brand new CfPS-SEP publications on developing effective tenant and resident scrutiny, packed full of hints, tips and case studies on how to achieve powerful resident scrutiny and challenge.

In partnership with the Co-Regulatory Champions



# Agenda

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10.00 **Arrive, registration and coffee**

10.30 **Welcome and overview of lessons learnt from the co-regulatory champions**  
**Conference Co-Chairs** – SEP and CfPS

10.50 **The national context : the Localism Act and changes to social housing regulation**  
Julian Ashby, Chair of the new Consumer Regulation Committee, HCA (invited)  
Yvonne Davies, SEP

11.40 **Co-regulation and tenant scrutiny in practice**

**The role of Boards in supporting the Scrutiny Panel to develop and challenge**

Peter Styche, Chair of Salix Homes and Helena Partnerships and the Resident Chairs of Helena and Salix (invited)

**Joining up continuous improvement and performance management: how scrutiny can support staff**

Richard Peacock, Chief Executive at Soha Housing and the Resident Chair of the Soha Scrutiny Panel (confirmed)

12.30 **Co-regulation Question Time**  
Led by CfPS and SEP with the co-regulatory champions

13.00 **Lunch and networking**

14.00 **Workshops:**

**A Sharing our experience – tenant scrutiny speed-dating!**

An interactive and informal workshop for tenants by tenants – talk direct with the tenant co-regulatory champions about their experiences

**B Opportunities for collaboration between councillors and tenants in scrutinising council landlords**

CfPS plus a local authority tbc

**C Overcoming Barriers, leadership, culture and challenge**

New Charter Housing Trust and Salix Homes

**D Willing to review, learn and change over time**

Helena Housing Partnership and Soha

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Tea and coffee served in next workshop from 15.00

15.15 Workshops from the co-regulatory champions:

- A Starting to scrutinise**  
SEP and Wherry HA
- B Involving the wider community and diverse groups**  
Community Gateway and Soha
- C Making Value for Money Recommendations**  
Wirral Partnership Homes and Helena Partnership
- D Recruiting and attracting new tenants, rewarding those who get involved and giving feedback**  
Family HA and Riverside
- E Advanced scrutiny – hints and tips**  
CfPS, Amicus Horizon and Salix

16.15 Close of conference

*Please note the agenda and speakers are subject to confirmation and may change.*

## How to book your place

Places can be booked on-line at [www.cfps.org.uk](http://www.cfps.org.uk). Delegate places include a special low price for tenants, Board members and elected councillors, and the ticket price includes a free hard copy of each of the three new CfPS-SEP publications on developing tenant scrutiny. Places are limited at this unique event – don't miss out – get your place booked today.

## Delegate ticket prices:

Tenants, Board members, Councillors	£99 + VAT
Officers from landlords and councils	£149 + VAT
Other attendees including consultants and representatives of national organisations	£249 + VAT

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## Who should attend this event

- Tenants, particularly members of tenant scrutiny panels and resident Board members
- Other Board members
- Senior housing staff with responsibility for performance, tenant empowerment or customer service
- Tenant Participation Officers and other housing staff who work regularly with tenants and residents
- Scrutiny members and officers from local authorities, particularly those with responsibility for scrutinising housing services or policy.

## What people say about learning from the Co-Regulatory Champions

**"Be proud!  
You have done brilliantly with lots of learning for  
others to take away and grow their own"**

"I just wanted to say a big **Thank you**  
to you all for an excellent seminar last Thursday - you were fantastic. It was great hearing things directly from you. The two tenants who came with me were also really impressed and excited about doing something locally."

**"I personally took a great deal of satisfaction from being able to put over to others just what can be achieved." - Co-Regulatory Champion tenant**

**"The best thing for me is seeing tenants of other organisations realising that they can do this too." - Co-Regulatory Champion tenant**